VACUACTIVUS

World
Leading
Manufacturer



LOCAL CRYO POLAR BEAR

NEW WORLD STANDARD OF RECOVERY
LOCALIZED CRYOTHERAPY MACHINE NITROGEN BASED

WHAT IS LOCAL CRYO STIMULATION?

Local Cryo stimulation involves the exposure of extreme low temperatures (approximately -160°C or 256F) to a specific area of the body and face. The skin is cooled sufficiently using nitrogen vapor (LN2) to provoke the vasoconstriction of blood vessels, which is then followed by rapid vasodilation post treatment, Cryo stimulation activates the body's optimum defense mechanism. During the short session only the skin is cooled superficially and the body responds by raising it's internal temperature through increased rates of micro-circulations across the treatment area. The metabolic surge continues for over 4 hours after each procedure.

Local Cryo stimulation is often used for pain relief, post surgery recovery and injury rehabilitation. Pain relieving effects of Cryo stimulation can last for 3 - 4 days. Cryo stimulation is applied to increase the rate of healing in order to reduce injury timeframes alongside physical therapy programs.



KEY BENEFITS OF LOCAL CRYO STIMULATION

- pain relief, treats pain syndromes and neuralgias;
- reduction of spasm;
- reduced muscle tension;
- improvement of joint function;
- reduction of post traumatic treatments;
- after surgery recovery therapy;
- overall quicker return to training;
- decreased localized muscle fatigue;
- stress related conditions;
- improves blood and lymphatic circulation in treated area;
- effective during post operative rehabilitation stages;
- decreases inflammation, bruising and swellings (during reconstructive phase);
- muscle and ligament strains;
- tendon injuries (detachment, distortion extension of tendons, tendinosis, tendinopathy);
- supports the treatment of excessive weight and obesity by increasing cellular metabolism);
- cryo shaping is a detoxification therapy, which firms the skin, treats cellulite and reduces weight;
- aesthetic medicine - controlling cellulite (effective in conjunction with pneumatic compression massage);
- hair health and scalp irritation;
- cryo facial for skin rejuvenation;
- kill bacteria on skin or help for other skin therapy during dermatology treatments



HOW DOES IT WORK?



At extreme low temperatures, thermo receptors on the skin are stimulated due to the intense energy in the stream. Strong signals are sent to the brain, which are faster than pain receptors. As the skin is cooled to the necessary temperatures, the trauma cycle is activated. Local Cryo stimulation triggers vasoconstriction followed by rapid vasodilation providing the patient with a natural analgesic effect alongside ongoing micro-circulations being driven around the treatment area.

NATURAL HEALING - Cryo stimulation involves the activation of natural body defenses making it totally safe. The short time exposure to extreme low temperatures does not affect the core temperature of the body. The treatments are environmentally friendly.

PAIN RELIEF - Cryo stimulation has a natural analgesic effect on the body, therefore the feeling of pain is significantly reduced post treatment. Lower levels of pain encourage natural movement. Increasing the strength and flexibility of joints and bones is key to increase metaboLic processes, as inflammation stays in the joint.

TIME SAVING - Unlike other 'cooling' treatments such as the use of ice packs where the patient is resting for a long period of time, each treatment generally lasts up to 5 minutes per area. Cryo stimulation reduces injury recovery timeframes so that athletes can resume rehabilitation earlier and lower drug intake.

PLEASURE - Bathing in the streams of cold air feels much more comfortable than usual methods involving cold water because at super low temperatures the stream contains almost zero moisture. As a bonus, the cold triggers the productions of endorphins called "feel-good hormones", which induce feelings of euphoria. This encourages return visits.

HOW QUICKLY WILL I SEE RESULTS?

Results are immediate and most noticeable a few days after the first treatment. A **Local Cryo** stimulation session post training (wait a minimum of a 1 hour) will instantly reduce fatigue and muscle pain. Sports injuries also respond immediately as each session reduces both pain and inflammation, allowing for more rapid and effective kinesiotherapy protocols.

HOW MANY TREATMENTS ARE REQUIRED?

The number of treatments varies depending on what the patient is trying to achieve and how the body responds to the treatment. Using Cryo stimulation for muscle recovery is a routine method of support and can be carried out in cycles of a 10-20 sessions to gain the full long lasting benefits of the treatment. Injuries vary in severity so the number of treatments is difficult to quantify. The physiotherapist and the patient will assess when they feel that the injury has been fully rehabilitated.

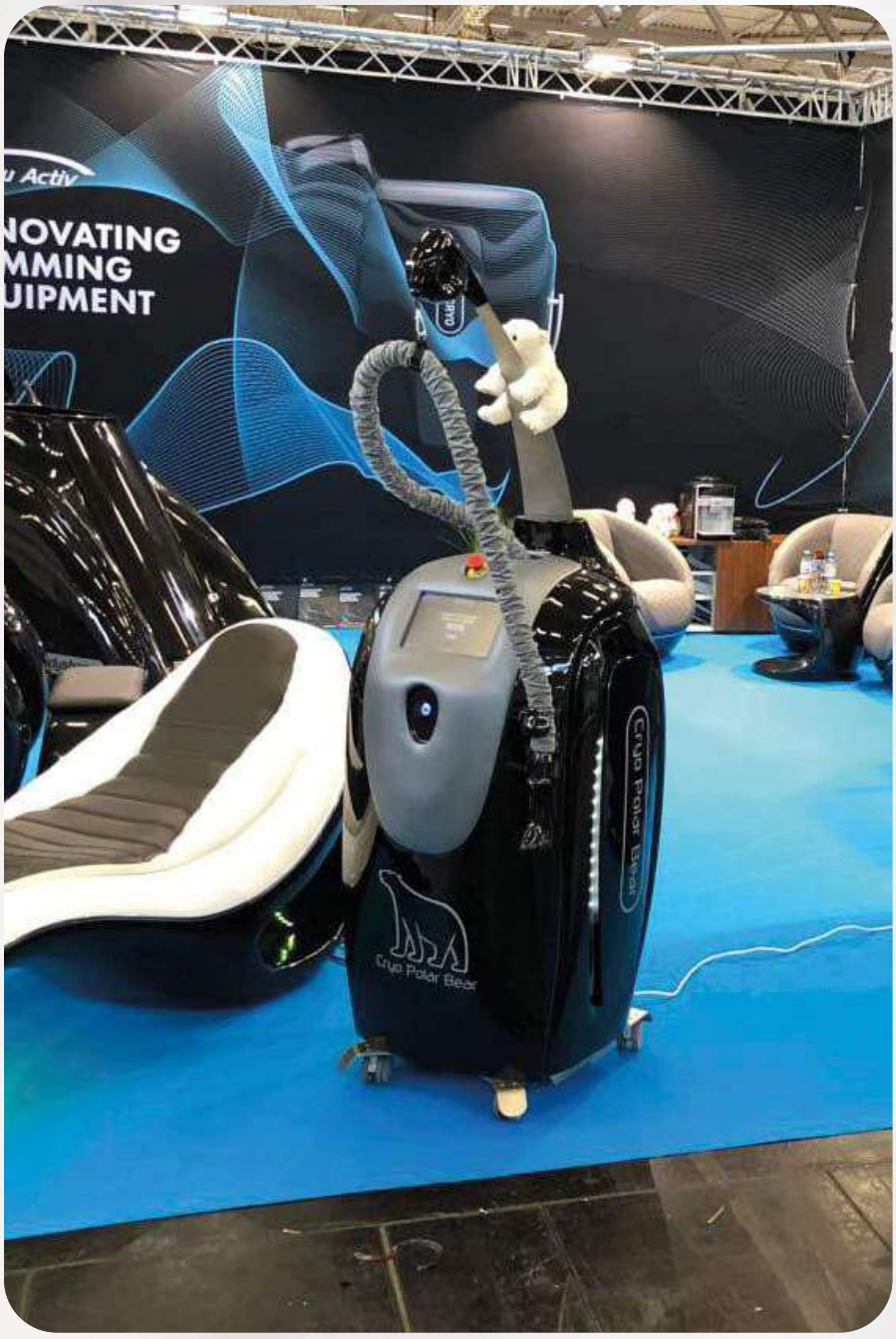


- One cycle of Local Cryo stimulation procedures usually consists of between 5 and 30 sessions performed daily or every other day. The number of sessions can vary due to the severity of injuries and conditions being unique to each case. A patient may feel fully recovered after a 3 or 4 sessions, however it is more beneficial that the patient does a cycle of a 10-20 sessions to gain the full benefit of the treatment. This will help to prevent recurring injury and to strengthen the treatment area further.

- If a patient needs to return to full fitness as soon as possible, sessions can be carried out twice a day. However there should be a 4 - 6 hour break between treatments.

- The reason Cryo stimulation treatments are recommended daily or every other day is because Cryo stimulation causes the treatment area to experience an increased rate of blood flow lasting for several hours. By having treatments close together the patient experiences a consistently higher rate of blood flow and a natural analgesic effect for a longer period of time. This speeds up the healing and rehabilitation process and makes the treatment even more effective than spacing out treatments.

IS POST TREATMENT EXERCISE NECESSARY?



When Cryo stimulation is used in combination with physiotherapy or a Cryoshaping treatment, the patient must exercise post treatment. This is due to the fact that improving the strength and flexibility of joints and bones is key to recovery. Post treatment exercise entails a series of exercises or mobilization movements as advised by a physiotherapist, which focus on strengthening the joints and muscles of the treatment area. Sometimes patients can feel great after the first few sessions and then a few days later they will suddenly feel pain or aching. This is a good sign that Cryo stimulation is working effectively because the joints and muscles have been exercised and moved more freely whilst recovering. After a 6 to 7 days these symptoms will have completely gone. After Cryoshaping treatments it is essential that exercise protocols are carried out (the patient can bring activewear to the treatment). The reason the patient works out afterwards is to amplify the effects of the treatment.

Local Cryo stimulation releases a lot of anti-inflammatory proteins in to the treatment area and by exercising the blood flow is increased, which distributes them better around the body. By increasing the heart rate, blood flow increases around the body and not just in the treatment area. Therefore, metabolic processes are working at a higher rate and the micro-circulations being driven around the body create an energy deficit. Post treatment exercise can consist of going for a 20 minute run or a series of exercises that increase the patient's heart rate.

WHAT IS LOCAL CRYO POLAR BEAR?



Local Cryo Polar Bear is a most newest and updated Cryo stimulation machine, which can be used to treat specific areas of the body and cryo facial treatments.

With an innovative construction, the **Polar Bear** from **VACUACTIVUS** offers safer and more effective treatments. A new design as well as newest cryo recovery technologies were used for create our **Polar Bear**, therefore Polar Bear became a bestseller on current market using a state-of-art design and a latest technology achievements.

This is a nitrogen based device with a sensor placed inside the application nozzle for a remote measurement of the patient's skin temperature during treatment. The temperature informs the operator when the treatment area is at the required temperature to trigger cryo stimulation. As well as laser lights will show you a right distance between nozzle and skin for provide a proper treatment.

A large color touch screen has a very informative and simple for operation menu. Updated software offers a interactive menu with a many automatic and manual programs for face and body. Any other producer of localized cryotherapy machines could not reach a such functionality for a same reasonable price as it could be offered by **VACUACTIVUS** a world leading manufacturer of cryotherapy recovery equipment.

WHO ARE VACUACTIVUS?

VACUACTIVUS is a world leading manufacturer and seller of a whole body cryosaunas, portable cryotherapy machines, recovery and rehabilitation equipment and innovative fitness equipment.

VACUACTIVUS is on world market over 15 years and our team helped to equip a many successful projects around the world including cryotherapy facilities, medical offices, hospitals, beauty salons, luxury spas, recovery centers, rehabilitation clinics, gyms, and hotels.

VACUACTIVUS is an one of the largest factories in the world in cryotherapy recovery and rehabilitation industry which manufacturing a huge range of innovative equipment.

VACUACTIVUS is a innovative technologies and solution for cryogenic recovery applications. We have created the science of using low temperature gases to deliver healing, preserving and longevity benefits to the human body and its surrounding habitat.

VACUACTIVUS focuses on delivering cryotherapy recovery solutions and other customized installations allowing you to thrive in healthcare, sports, and beauty industry.

VACUACTIVUS are a manufacturing company whose doctors and professors develop and produce daily use devices for hospitals, clinics, private medicine, SPA and aesthetic centers all over the world. In terms of quality and popularity.

VACUACTIVUS are the leading manufacturer of cryotherapy chambers and localized cryo equipment supplying devices to physiotherapists, aesthetic clinics, elite sports teams, doctors and national health services.



HOW COLD DOES IT GET?

Local Cryo Polar Bear can reach temperatures of up to -180'C or 256'F. This temperature could provide an optimal treatment temperature for maximum Cryo stimulation. Therefore, the operator will be treating patients at this temperature and lower so that the patient's skin is cooled down sufficiently to the required temperature.



DO YOU FEEL COLD AFTERWARDS?

The patient will feel relaxed and warm as soon as the treatment ends because there is almost no moisture in the stream meaning that there is little tissue penetration. Also, by triggering Cryo stimulation the blood temperature in the treatment area rises and the increased blood flow provides a "rush" and big boost to the body's micro- circulations.

DOES IT HURT AT ALL?

No, not at all. It is not a penetrating cold as nitrogen vapor uses extreme cold temperatures containing also zero moisture. Rather than feeling the need to shiver, thepatient will feel a dry cold that is comfortable on the skin. Cryo stimulation is a shocktherapy, therefore the patient will experience a slight 'dull ache' due to the constriction of blood vessels, which fades immediately post treatment. A minute after the session is over the area will feel warm and there will be a visible red glow due to micro-circulations being driven around the treatment area. There is no tissue damage or down time.

CAN THE TREATMENT BE DANGEROUS?

The gas used to cool the skin is a nitrogen, and it is perfectly safe. It is the same nitrogen that makes up the air we breathe (78% of it). In the case of the slightest discomfort, the operator can move the nozzle away from the area or reduce the intensity of the airflow. The aim is to Cryo stimulate the area so that the skin temperature is cooled to around 10-11C (50-55F). Once this has been achieved the nozzle is moved to a new area. If the nozzle were to be held on the patients skin too long without being monitored it can potentially cause blistering however this is an extreme case. The **Polar Bear** cryo machine would warn the operator by bleeping continually and the patient would move or inform the operator of any discomfort a long time before this stage. All operators are fully trained to avoid this situation.



Local Cryo stimulation triggers the body to respond to cold temperatures through vasoconstriction followed by vasodilation. These micro-circulations are superficial and at the skin's surface so they do not affect deeper processes.

Therefore **Local Cryo** stimulation will not affect or worsen any conditions the stomach for example. As with any treatment, here are a number of conditions, which, if you suffer from them you would not be allowed to be treated with Local Cryo stimulation. The main contraindications for the treatment are:

- cold intolerance;
- open wounds and ulcers;
- gangrenous lesions;
- hypothyroidism (avoid throat);
- skin cancer and other types of cancers;
- any other doctor's prescriptions.

WHAT IS POLAR BEAR NITROGEN USAGE?

PHYSIOTHERAPY TREATMENTS

A full 50L dewar vessel treats around a 60-65 patients (averaging a 5 or 10 minutes per treatment).
A full 50L dewar vessel offers an estimated a 300-350 minutes of treatment time.

AESTHETIC TREATMENTS

With aesthetic treatments the treatment time varies considerably depending on the size of the area being treated. Skin conditions and post surgery healing can take approximately a 3 -5 minutes per area. The treatment of injuries can be up to 10 minutes. A Cryofacial treatment is recommended for 12 minutes and Cryoshaping treatments can take up to a 20 minutes.
In this case a full 60L dewar vessel treats around a 30-40 patients (averaging a 12-15 minutes per treatment).
A full 50L dewar vessel offers a 300-350 minutes of treatment time.

HOW LONG ARE THE TREATMENTS ?

Physical therapy sessions range from 2 minutes up to 15 minutes. This is completely dependent on the number of areas and which parts of the body will be treated using Cryo stimulation. Cold sensitivity varies by age, muscle mass and fitness levels therefore trained Cryotherapists will be able to judge the necessary treatment times. Every patient is different in terms of desired outcomes, body type and injury severity so each treatment is tailored individually.

WHAT IS THE BUILT-IN NITROGEN TANK SIZE?

Polar Bear Local Cryo machine uses Liquid Nitrogen and it is compatible with 50L dewar vessels.

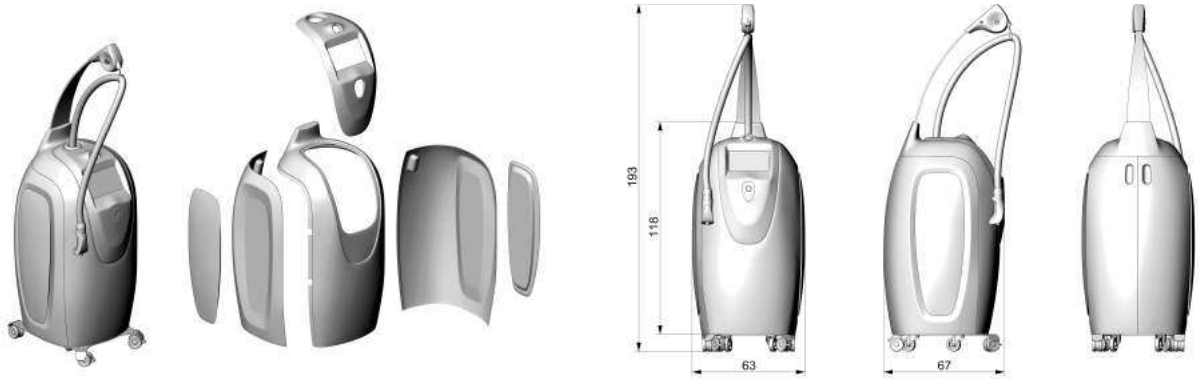
DOES POLAR BEAR ARE PORTABLE AND MOVABLE?

Yes, Polar Bear Local Cryo machine has casters (wheels) and machine could be easy movable through the premise or to other location. As well as machine is suitable for mobile cryotherapy.



WHAT ARE THE DEVICE DIMENSIONS?

Dimensions indicated in centimeters.



HOW DO I GET LIQUID NITROGEN?

VACUACTIVUS has a partnership with a many nitrogen suppliers all around world. On client's request **VACUACTIVUS** will recommend a few available local nitrogen suppliers which could provide nitrogen delivery service to your facility.



WHAT ARE THE ROOM REQUIREMENTS?

In order to meet most common Healthcare's safety regulations, owning an oxygen monitor and remote warning alarm system is a standard requirement for nitrogen supply. It is also important that the premises has ventilation that leads from the treatment room to an outside escape route unless the room is of a large enough size to store the desired quantity of liquid nitrogen safely. As nitrogen is initially heavier than air when it falls to the ground, ventilation is required to be low down such as installing a vent at the bottom of the door in the treatment room. A most rooms in premises are suitable to locate machine.

HOW MUCH ELECTRICITY DOES THE DEVICE USE?

Polar Bear is extremely economic in terms of electricity consumption, because a newest energy saving technologies used for create this machine. It could be plug-in to any regular outlet **(120V America/Japan or 240V Europe/Asia/Australia depends from version).**

HOW LONG IS THE WARRANTY?

A standard warranty terms is available on **VACUACTIVUS manufacturer web page using this link vacuactivus.com/warranty-for-exercise-equipment**

WHERE CAN I TRY MACHINE?

Please contact sales department **VACUACTIVUS via e-mail: vacuactivus@gmail.com** for request information about closest location or soonest trade show where available to try and review Polar Bear Local cryo machine and other VACUACTIVUS products.

A SAMPLE OF BUSINESS PLAN FOR LOCAL CRYO POLAR BEAR



HOW MUCH PRICE FOR LOCAL CRYOTHERAPY TREATMENT?

Cryo stimulation treatment prices have numerous variables depending on location, reputation and whether the treatment is carried out in combination with Physiotherapy for example. The 'Single Polar Bear session' in the table below is only for basic treatments such as pain management, swelling and muscle recovery, which do not require any Physiotherapy expertise.

PRICE FOR SET OF SESSIONS PHYSIOTHERAPY TREATMENTS

Cryo stimulation treatments are a support for Physiotherapists to rehabilitate patients faster. Physiotherapists tend to increase the standard treatment pricing by $50 or $100 and implement Cryo stimulation in to all of the treatment sessions. The treatment shortens the amount of time a Physiotherapist needs to dedicate to each patient allowing more patients to be treated daily.

CRYOSTIMULATION REATMENTS	NUMBER OF TREATMENTS			
	1	3	6	10
SINGLE POLAR BEAR SESSION (Local Cryo stimulation)	$50	$100	$180	$300
MONTHLY CHILL PASS (single treatment per a 20 days)	-	$600	-	-
MONTHLY CHILL PASS (unlimited per month single per day session)	-	$900	-	-

PRICING SUPPORT
AESTHETIC TREATMENTS

AESTHETIC TREATMENT	NUMBER OF TREATMENTS			
	1	3	5	10
CRYOFACIAL (Local Cryo stimulation -12 minutes)	$70	$190	$300	$550
CRYOPEEL (30 Minutes)	$100	$200	$275	$500
CRYOSHAPING (Local Cryo stimulation -15 to 30 minutes per area)	$75	$200	$325	$600
CRYOMASSAGE (Back & Neck - 30 minutes)	$50	$130	$220	$400
CRYOMASSAGE (Back & Neck - 30 minutes)	$80	$200	$300	$550
HAIR CRYO STIMULATION (Local Cryo stimulation -15 minutes)	$50	$100	$180	$350
SKIN CONDITION TREATMENT (Local Cryo stimulation - 5 to 10 minutes per area)	$50	$100	$180	$350

POLAR BEAR CLINIC TURNOVER PER MONTH

What did it mean to business financially? Real Life figures using Polar Bear are currently experiencing showing the fantastic payback of a Polar Bear device in a physiotherapy clinical setting.

	PREVIOUS	CURRENT
NUMBER OF PATIENTS TREATED PER WEEK	43	61
NUMBER OF PATIENTS TREATED PER MONTH	172	244
AVERAGE TREATMENT PRICE	$60 per session	$85 per session
TOTAL MONTHLY GROSS FEE INCOME	$10,320	$20,740



DEVICE PAYBACK CALCULATION

	PER MONTH
INCREASE IN GROSS TURNOVER	+$10,420
LIQUID NITROGEN EXPENSES	-$900
OTHER MONTHLY EXPENSES DUE ADD CRYOTHERAPY	-$5000
INCREASE IN NET TURNOVER	$4,520
PRICE OF LOCAL CRYO POLAR BEAR	$15,999
PAYBACK TIME	***Less than 4 months***

TECHNICAL SUPPORT INFORMATION

Technical support is available all around US and Canada (our technicians are locally based in a major city areas as Los Angeles, Chicago, Dallas, New York, Miami). Also technical support is available for international clients. Our company has a technical teams based in Europe including UK, Asia and Australia.

WARRANTY PERIOD	FREE
EXTENSION OF UP TO 3 YEARS OF WARRANTY	$99 per month
REPAIR CALL OUT CHARGE (AFTER WARRANTY SUPPORT)	From $250 + trip expenses and replacement parts



SAMPLE OF CALCULATION FOR AESTHETIC CLINIC

PARAMETERS	*USED FOR*	*THE EXAMPLE CALCULATION*				*A*	*B*
TREATMENT	**Mins of Cryo**	**LN2 Cost***	**Other Costs**	**Income**	**Profit**	**Sessions Per Week**	**Sessions Per Week**
CRYOFACIA	15	$3.90	$1.00	$70	$65.10	1	2
CRYOPEEL	15	$3.90	$6.20	$100	$89.90	1	1
CRYOSHAPING	20	$5.20	$4.00	$75	$65.80	1	2
CRYOSTIMULATION	-	-	-	-	-	-	-
SPORTS RECOVERY	10	$2.60	-	$40	$37.40	1	1
CRYOSTIMULATION	-	-	-	-	-	-	-
TREATMENT	10	$2.60	-	$40	$37.40	1	2
CRYOMASSAGE	15	$3.90	$0.50	$80	$122	1	1
TOTAL Average nitrogen spending $1,30 per 5 min	**-**	**-**	**-**	**-**	**-**	***6***	***9***

LEASING AND FINACE OPTION

VACUACTIVUS is a manufacturer and could provide just purchase option from our side. But our partners could offer a leasing and finance options on our products (available for US and UK based clients only). Finance could have a different terms from a12 to 36 months with possibly discounted interest rate. Any leasing or finance offer is a subject of approval from Lender and depends from financial paperwork of Lessor. Please contact sales department **VACUACTIVUS** ***vacuactivus@gmail.com*** to ask more information regarding leasing/finance.

DEVICE PAYBACK CALCULATION	**A**	**B**
TREATMENT PER WEEK	6	9
INCOME PER WEEK	$405	$590
COSTS PER WEEK	$37.6	$56.80
PROFIT PER WEEK	$367.40	$533.20
PROFIT PER MONTH (4.5 WEEKS)	$1,653.30	$2,399.40
PROFIT PER YEAR (52 WEEKS)	$19,104.80	$27,726.40
POLAR BEAR COST	$15,999	$15,999
POLAR BEAR PAYBACK PERIOD	9 1/2 months	6 1/2 months

PURCHASE OPTION OF LOCAL CRYO POLAR BEAR $15,999

9,5% sales tax will be charged for sales inside California if Reseller certificate is not provided. **NO SALES TAX** applied for any sales outside California. All sales inside Poland is a subject 23% VAT. We do not charge 23% VAT for sales outside European Union and inside European Union, if client provides local VAT ID valids on European commission web site.



LIQUID NITROGEN PRICING

Liquid nitrogen costs around $0.5-1,5 per liter depends from area and supplier. Local nitrogen supplier could apply a delivery fee up to nitrogen costs. Polar Bear has a 50L nitrogen dewar. Established cryo clinics tend to use a 50 liters dewar vessel per week, which is around $100-200 including delivery fee. Nitrogen costs could be negotiated with a local nitrogen supplier by purchasing more refillings per months. Physiotherapy Treatments A full 50 liters dewar vessel treats around a 60-65 patients (averaging 5 or 6 minutes per treatment). A full 50 liters dewar vessel offers a 300-350 minutes of treatment time (Approximately $1-1.25 per treatment.) In summary, the cost of nitrogen will pay for itself after 2 or 3 treatments. Aesthetic Treatments With aesthetic treatments the treatment time varies considerably depending on the size of the area being treated. Treating a skin condition may take a 2-4 minutes, healing treatments may take a 2-10 minutes, a Cryofacial is 12 minutes and Cryoshaping can be a 10-25 minutes. A full 50 liters dewar vessel treats around 30 patients (averaging 12 minutes per treatment). A full 50 liters dewar vessel offers 300-350 minutes of treatment time (Approximately $1,5-2 per treatment.) In summary, the cost of nitrogen will pay for itself after 1 or 2 treatments. The evaporation rate is 0.7 liters per week so that should also be taken into consideration if the device is in a new clinic which is building up it's client base.

RISK ASSESSMENT GUIDELINES

VACUACTIVUS as a cryotherapy equipment manufacturer works closely with a local nitrogen suppliers to ensure that our clients receive the best support in terms of nitrogen delivery and health and safety.

VACUACTIVUS will contact your local nitrogen safety specialist so that you can organize an assessment of the nitrogen storage safety in your treatment room.



RISK ASSESSMENT PRECAUTIONS

- **Ventilation**

Must be adequate to maintain the atmosphere at 19.5-20.8% oxygen (normal atmospheric oxygen concentration). If the room size is not sufficient for nitrogen storage, ventilation is required so that air flow can escape the building. This may mean installing vents at the bottom of the treatment room door or fitting ventilators.

If the treatment room has windows that open at waist height or lower, then this may also be sufficient. All cryogenic dewar vessels are unpressurised and will experience gas evaporation as a result of the heat from the atmosphere. Generally 1% to 2% of the liquid content is converted to gas in 24 hours. When non pressurized dewar vessels are in use, the vapor being exposed to the atmosphere is not hazardous in a well ventilated area.

- **Alarm Systems**

For peace of mind and high level safety it is recommended that all operators of the Polar Bear have the oxygen sensor monitor and remote warning alarm. The alarm will monitor oxygen levels within the treatment room so that the room remains safe at all times. Estimated price of a regular oxygen level monitor could be in range $125-700 depends from model and could be ordered from VACUACTIVUS or from local nitrogen supplier.

- **Access**

Dewar vessels which are to be filled on your premises should always be filled in open air. Local nitrogen supplier will advise on the suitability of filling sites. VACUACTIVUS will provide Safety training guidance as well.



ROOM VENTILATION REQUIREMENTS

To assess room ventilation levels we calculate the worst case scenario on the basis that the full contents of the vessel are released in to the atmosphere over a short period of time.

The resulting oxygen concentration percentage equation is:
% O2 -100 x Vo
Vr
Vo = 0.2095 (Vr - Vg) + Vg
Vg - Maximum gas release which is the liquid volume capacity of the vessel
V x gas expansion.
Gas expansion for nitrogen is 682.7
Vr - Room volume.

MINIMUM ROOM SIZE CALCULATION

An example calculation is:
A dewar vessel containing 50-60 liquid liters of nitrogen in a room of 40m (length) x 40m (width) x 3m (height).

Vr - 40 x 40 x 3 - 4,800 cubic metres
Vg - 60 litres x 682.7 - 40,962 litres - 40.96 or 41 cubic metres
V0 - 0.2095 (4.800 - 41) = 997.0
0% 02 - 100 X 997.0 = 20.8%
4800

To summarize the above example, a treatment room must be 40 meters x 40 meters x 3 meters or larger to safely store 60 liters of liquid nitrogen otherwise sufficient ventilation will be required. Therefore the manufacturer recommended room from 6m2 or 60sf with ventilation and oxygen sensor monitor alarm for locate Polar Bear local cryo machine.

In case of any extra questions, feel free to contact
Sales Department of VACUACTIVUS
for more information:

e-mail:
vacuactivus@gmail.com
phone: **+1-310 4679723**
(including WhatsApp and WeChat).