

TERMS OF THE LEKSIO PLATFORM FOR LAWYERS

Version 2.0 · Effective from 2026-10-08

Terms for using the Platform. Modules become available in stages.

This translation is provided for information. If it differs from the Polish version, the Polish version governs.

§ 1. General provisions

1. These terms (the 'Terms') set out the rules and conditions for Lawyers' use of the Leksio online platform, including the rules for entering into and terminating the Agreement, submitting Offers, using individual Modules and handling complaints.
2. The Platform connects Clients seeking legal assistance with Lawyers and provides tools supporting professional practice. These Terms are intended exclusively for Lawyers using the Platform in connection with their professional activity. Clients' use of the Platform is governed by the Terms for Clients. Names of services supplied by the Service Provider to Clients, particularly Indicative Cost, Case Report and Submission Assistant, have the meanings given to them in the Terms for Clients.
3. The Terms are the terms referred to in Article 8 of the Act of 18 July 2002 on the provision of services by electronic means.
4. The service provider is Leksio spółka z ograniczoną odpowiedzialnością, with its registered office in Warsaw (address: ul. Żurawia 6/12 lok. 745, 00-503 Warszawa), entered in the register of entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register, under KRS number 0001264046, NIP: 7011330213, REGON: 545666406, share capital: PLN 50,000.00 (the 'Service Provider' or 'Leksio').
5. The Service Provider may be contacted through:
 - 1) email at: kontakt@leksio.pl,
 - 2) the support form available in the Account,
 - 3) postal mail at the address stated in subsection 4 above.
6. Under Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/WE (Digital Services Act) (the 'DSA'), the Service Provider has designated a point of contact for direct communication with EU Member State authorities, the European Commission, the European Board for Digital Services and recipients of the services concerning matters covered by the DSA. The point of contact is available at: kontakt@leksio.pl. Communication with the point of contact takes place in Polish or English.
7. These Terms constitute the terms and conditions of online intermediation services within the meaning of Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediation services (the 'P2B'). These Terms are available free of charge at all times, including before entering into the Agreement, at <https://leksio.pl/zasady/regulamin-prawnikow>, in a form enabling them to be

downloaded, saved and printed.

8. In the event of conflict, these Terms take precedence unless the Price List expressly provides otherwise regarding Plan parameters.

§ 2. Definitions

Capitalised terms used in these Terms have the following meanings:

- 1) Mobile App: the Leksio app for iOS or Android devices, made available through the App Store or Google Play stores, enabling use of the Platform to the extent specified in § 3 subsection 3,
- 2) Trainee Lawyer: a trainee advocate or trainee attorney-at-law entered on the trainee list of the relevant chamber, using only the Szybkie Zastępstwa Module,
- 3) Price List: information on current Plans, their prices, Offer Quotas, features and billing periods, available at <https://leksio.pl/cennik#prawnicy>,
- 4) Chat: a Platform feature for communication between the Lawyer and the Client concerning a Case after Acceptance of an Offer,
- 5) Client Contact Details: the Client's first name, surname, telephone number and email address,
- 6) AI Functions: Platform features using artificial intelligence systems, described in § 15,
- 7) Law Firm: an entity within which Lawyers practise their profession (particularly a sole practice, partnership or advocates' team), with a Team Account,
- 8) Client: a natural person, legal person or organisational unit without legal personality to which the law grants legal capacity, using the Platform to describe a Case and obtain Offers under the Terms for Clients,
- 9) Account: an individual user account protected by a login and password, enabling use of all Modules with a single set of login credentials,
- 10) Team Account: a Law Firm's Account to which Lawyers practising in the Law Firm may be assigned, each using the Platform with their own login credentials,
- 11) Offer Quota: the number of Offers a Lawyer may submit in a calendar month under the selected Plan,
- 12) Module: each of the websites forming part of the Platform, described in § 3 subsection 2, and the Mobile App,
- 13) Review: a Lawyer's rating given by a Client on a scale from 1 to 5, with a comment, in connection with Acceptance of an Offer,
- 14) Offer: a proposal of terms for providing legal assistance, submitted by a Lawyer to a Client concerning a Case through the Platform, constituting an invitation to enter into an agreement,
- 15) Subscription Fee: the fee for a paid Plan, paid in advance for the billing period specified in the Price List,
- 16) Plan: a Service variant specified in the Price List, including the free Start Plan and paid Plans,
- 17) Platform: the Service Provider's information and communications system comprising all Modules, operating on a shared technical infrastructure and a shared Account,

- 18) Privacy Policy: the document containing information on the processing of personal data by the Service Provider, available at <https://leksio.pl/zasady/prywatnosc>,
- 19) Lawyer: a natural person practising as an advocate, attorney-at-law, tax adviser, statutory auditor or notary, with an active entry on the relevant professional self-government list or register, who has entered into the Agreement; whenever these Terms refer to a Lawyer, this also includes a Law Firm and, within the Szybkie Zastępstwa Module, a Trainee Lawyer,
- 20) Success Fee: additional remuneration dependent on achieving a specified result, declared by the Lawyer in the Offer under § 9 subsection 10,
- 21) Acceptance of an Offer: the Client's selection through the Platform of one of the Offers submitted for a Case,
- 22) Terms for Clients: the terms governing Clients' use of the Platform, available at <https://leksio.pl/zasady/regulamin>,
- 23) Case: a submission published by a Client on the Platform, including in particular the field of law, a description of the facts, location, format and urgency, and answers to questionnaire questions, identified by a number assigned by the Platform,
- 24) Lawyer Content: all content posted by a Lawyer on the Platform, particularly profile data, Offers, Chat messages, a template agreement and general terms of cooperation, announcements and submissions in the Szybkie Zastępstwa Module, notes and replies to Reviews,
- 25) Agreement: an agreement for provision of the Service entered into between the Service Provider and the Lawyer under these Terms,
- 26) Service: a service provided electronically by the Service Provider to the Lawyer, consisting in making Platform features available to the extent provided by the Plan,
- 27) Service Provider: the entity specified in § 1 subsection 4,
- 28) Verification: the Service Provider's confirmation, based on public professional self-government registers, of a Lawyer's or Trainee Lawyer's active registration, under § 5,
- 29) Substitution: participation by a Lawyer or Trainee Lawyer in a procedural or other act in place of the instructing Lawyer, arranged through the Szybkie Zastępstwa Module.

§ 3. The Platform, Modules and nature of Leksio's services

1. The Platform consists of Modules operating on a shared technical infrastructure. The Lawyer uses all Modules through a single Account, while each Module maintains its own browser session, and the scope of data retrieved when logging into a Module is limited to basic profile information.
2. The Platform comprises the following Modules:
 - 1) leksio.pl: browsing Cases, submitting Offers, handling a Case after Acceptance of an Offer (Chat, consultations, a draft agreement, confirmation of settlement) and a public Lawyer profile,
 - 2) sip.leksio.pl: a search engine and reader for public sources of law, free to the extent specified in the Price List, with a private clipboard and notes available after logging in, enabling Clients to forward a Case to the leksio.pl Module,
 - 3) prawniku.pl: an editorial and directory portal comprising a directory of lawyers, guides, judgments, interpretations and pricing compilations, and a paid Case Report for Clients,

4) szybkiezastepstwa.pl: a free procedural substitution Module available only to verified Lawyers and Trainee Lawyers and excluded from indexing by Internet search engines.

3. The Service Provider may make the Mobile App available. These Terms apply to use of the Platform through the Mobile App. The Mobile App may have fewer features than the browser version, which the Service Provider explains in the Mobile App description.

4. The Service Provider provides only the electronically supplied services described in these Terms. In particular, the Service Provider:

1) does not provide legal advice or assistance and is not a law firm,

2) is not a party to an agreement between a Lawyer and a Client or its intermediary within the meaning of the provisions on agency agreements,

3) does not represent the Lawyer or the Client or act on behalf of either of them,

4) does not receive or transfer payments of remuneration for legal assistance, including a Success Fee,

5) does not charge a Lawyer a commission or other remuneration dependent on the number, value or outcome of cases; the Service Provider's remuneration from a Lawyer comprises only fees specified in the Price List, independent of Cases,

6) does not guarantee that the Lawyer will obtain access to a specified number of Cases, that an Offer will be accepted or that an agreement with a Client will be entered into.

5. An agreement for legal assistance is entered into directly between the Lawyer and the Client, without the Service Provider's participation, on terms agreed by them. The Service Provider does not verify its content or performance.

6. The Platform does not allow documents or attachments concerning a Case to be sent. The Client may only describe in the Case text which documents they hold. An exception is a template agreement and general terms of cooperation that the Lawyer may post in their profile. The Lawyer and Client exchange Case documents outside the Platform.

7. The Service Provider may make Modules and features available in stages. Information on currently available features and their assignment to Plans is in the Price List. Withdrawal or restriction of features available in the Lawyer's Plan follows § 23.

§ 4. Technical requirements, rules of use and security

1. Proper use of the Platform requires all of the following:

1) an Internet connection,

2) a device with an up-to-date web browser or an iOS or Android mobile device with the Mobile App installed,

3) an active email account.

2. The use of viruses, bots, worms or other computer code, files or programs, particularly scripts that automate processes, is prohibited, as is the automated extraction (scraping) of Cases, profiles or other data from the Platform and copying them for use outside the Platform.

3. The Service Provider informs Lawyers that, despite the use of safeguards, using the Internet and electronically provided services may carry the risk of malicious software entering the Lawyer's information and communications system or device, or third parties gaining access to data on that device. To minimise this risk, the Service Provider recommends using antivirus programs and measures that protect privacy online.

4. Use of the Platform is free under the Start Plan, in the Szybkie Zastępstwa Module and in the sip.leksio.pl Module to the extent specified in the Price List. Other use is subject to payment under the Price List.

5. The Lawyer must keep Account login credentials confidential and not share them with third parties, including other Law Firm members; Law Firm members use the Team Account with their own login credentials.

§ 5. Lawyer Account and Verification

1. An Account is created using a wizard in which the Lawyer:

- 1) selects the form of professional practice,
- 2) provides an email address and password or chooses to log in with a Google account,
- 3) provides professional data: registration number and chamber name or, for a Law Firm, its name and KRS or NIP number,
- 4) specifies specialisations, locations covered and service format (remote, in person, hybrid),
- 5) selects the mandatory checkbox next to the declaration of having read the Terms and Privacy Policy, accepting the Terms and, except for a Trainee Lawyer, providing legal assistance as an entrepreneur,
- 6) opens the activation link sent to the email address provided; this does not apply to registration with a Google account.

2. Clicking the activation link or, when registering with a Google account, confirming the registration wizard constitutes entering into an Agreement for an indefinite period under the Start Plan. Upgrading to a paid Plan takes place under § 6.

3. Logging in with a Google account starts only after the login button is consciously clicked. The Service Provider receives from Google the account identifier, email address, basic profile information and the authentication result.

4. The Service Provider may suggest Law Firm data based on public registers (the VAT taxpayer register, KRS, CEIDG, REGON). Only an identification number is transmitted to the register for this purpose. The Lawyer must check that the suggested data are correct.

5. The Lawyer may import profile content from a public website they specify. The Service Provider does not store that website's content. The Lawyer declares that they are entitled to use the imported content and is responsible for its compliance with the law and professional practice rules.

6. Submitting Offers and using the Szybkie Zastępstwa Module require successful Verification. Verification consists of checking, in public professional self-government registers, the Lawyer's or Trainee Lawyer's active entry on the relevant list. The Service Provider does not request documents or attachments for this purpose.

7. Verified status is granted only if the data provided by the Lawyer exactly match an active register entry. Every other result is checked manually by an authorised employee of the Service Provider. An Account is not rejected automatically. During manual review, the Service Provider may request explanations from the Lawyer.

8. Verification is valid for 180 days, after which the Service Provider automatically repeats the check. Pending completion of the repeat check, verified status remains active for a transitional period of 30 days. An ambiguous result is checked manually, and verified status may be revoked only by an authorised employee's decision when the check did not confirm an active entry.

9. Successful Verification and an active Plan with an unused Offer Quota are two independent conditions for submitting Offers.

10. The Lawyer must promptly, no later than within 3 days, inform the Service Provider of removal from the list, suspension from professional duties, a prohibition on practising the profession or another circumstance preventing legal assistance. In that case, the Service Provider suspends verified status until that circumstance ceases.

11. A Trainee Lawyer who becomes registered as an advocate or attorney-at-law reports the status change in the Account. The change requires repeat Verification.

12. Successful Verification only confirms an active register entry at the time of checking. It does not constitute an assessment of qualifications or service quality or a recommendation of the Lawyer by the Service Provider.

13. The Lawyer may have one Account. In Plans providing for teamwork, the Law Firm may invite other Lawyers to the Team Account. The Law Firm is the party to the Agreement concerning the Team Account and pays the Subscription Fee. Each Lawyer submitting Offers on behalf of the Law Firm must have their own successful Verification. The Law Firm decides the scope of members' access to Cases and Chats conducted under the Team Account, disconnects Lawyers who cease practising in the Law Firm, and is responsible for the actions of persons using the Team Account as for its own actions.

14. The Lawyer, except a Trainee Lawyer, declares that they provide legal assistance as an entrepreneur in their professional activity. On the basis of this declaration, the Service Provider informs Clients that the Lawyer is an entrepreneur (Article 12a of the Act of 30 May 2014 on consumer rights). The Agreement is entered into in connection with the Lawyer's professional activity and, because of its subject matter, namely tools for acquiring Clients and professional practice, is of a professional nature for the Lawyer. A Lawyer in individual practice may additionally declare the Agreement's professional nature in the registration wizard; this declaration is not a condition for entering into the Agreement.

15. The Service Provider may offer additional methods of confirming a Lawyer's identity, particularly through public electronic identification services. It informs Lawyers of their introduction in the Account.

§ 6. Agreement and Plans

1. Under the Agreement, the Service Provider enables the Lawyer to use Platform features to the extent provided by the selected Plan.

2. The Start Plan is free and includes an Offer Quota of 3 Offers per calendar month and the other features specified in the Price List.

3. Paid Plans include additional features specified in the Price List, particularly a higher Offer Quota, email notifications of new Cases, translation of Chat messages, access to information on the price range accepted by the Client (§ 9 subsection 5) and teamwork within the Law Firm.
4. A paid Plan may be purchased for a monthly or annual billing period. The Price List may offer a more favourable price for an annual Plan. The Agreement under a paid Plan renews automatically for successive billing periods until the Lawyer cancels the Plan.
5. To purchase a paid Plan, the Lawyer selects the Plan and billing period in the Account and makes payment under § 7. The paid Plan is activated immediately after the payment operator confirms payment.
6. The Lawyer may cancel a paid Plan at any time in the Account or, if purchased in the Mobile App, in the App Store or Google Play subscription settings. Cancellation takes effect at the end of the paid billing period, after which the Account moves to the Start Plan without loss of the Account or data stored in it.
7. Upgrading to a higher Plan takes effect immediately, and the price difference for the remaining billing period is charged proportionately. Downgrading to a lower Plan takes effect from the next billing period.
8. The Offer Quota renews on the first day of each calendar month. Unused Offer Quota does not carry over to the next month.
9. The Lawyer may terminate the Agreement at any time without notice by deleting the Account or submitting a request to delete it to the address specified in § 1 subsection 5 point 1. Termination does not entitle the Lawyer to a refund of the Subscription Fee for a billing period already begun, subject to § 7 subsection 6. Before deleting the Account, the Lawyer may download an export of their data under § 18 subsection 8.
10. Upon deletion of the Account, submitted Offers that have not been accepted expire. Termination of the Agreement does not affect agreements entered into by the Lawyer with Clients or obligations towards Clients whose Offers were accepted.

§ 7. Fees and settlement

1. Prices in the Price List are expressed in Polish zlotys and are net amounts. VAT at the applicable rate is added to the Subscription Fee.
2. Payments for paid Plans purchased through a browser are handled by Stripe Payments Europe Limited as the payment operator, using the payment methods available in the Account. Payments for paid Plans purchased in the Mobile App are handled by Apple Distribution International Ltd (App Store) or Google Ireland Limited (Google Play), which collect payment on behalf of the Service Provider under the relevant store's rules. The Service Provider does not have access to payment card details and does not store them.
3. The Subscription Fee is charged automatically in advance at the start of each billing period. By purchasing a paid Plan, the Lawyer authorises the Service Provider and payment operator to charge the selected payment method periodically until the Plan is cancelled.
4. The Service Provider issues VAT invoices in the National e-Invoicing System and sends their visual representation to the email address assigned to the Account. The Lawyer must provide in the Account the data needed to issue an invoice, including the NIP tax identification number.

5. If payment fails, the Service Provider informs the Lawyer and retries the charge. For 7 days from the payment due date, the paid Plan remains active and submitted Offers operate unchanged. If payment is not made within this period, the Account moves to the Start Plan and no Subscription Fee is due for the unpaid billing period.

6. Subscription Fees are non-refundable except where the Lawyer terminates the Agreement in connection with changes to the Terms or Price List (§ 8 subsection 1, § 23 subsection 3) or transfer of the Agreement (§ 24 subsection 6), in which case the Service Provider refunds a proportionate part of the Subscription Fee for the unused billing period, and in the circumstances specified in § 18 subsection 7 and § 21 subsection 7.

§ 8. Price List

1. The Service Provider may change the Price List. A change unfavourable to the Lawyer, particularly a price increase, restriction of features or the Offer Quota, including in the Start Plan, or introduction of a charge for a previously free feature, takes effect at least 15 days after notifying the Lawyer at the email address assigned to the Account and, in a paid Plan, from the beginning of a billing period starting after that period expires. During this time, the Lawyer may cancel the paid Plan or terminate the Agreement with immediate effect.

2. A change to the Price List does not in any way affect fees paid before the change.

3. The Service Provider may offer discount codes and temporary promotions under the rules stated in the promotion announcement. A discount code may be used once when purchasing a paid Plan, and discounts cannot be combined unless the promotion terms provide otherwise.

§ 9. Access to Cases and submitting Offers

1. A Lawyer sees a Case only if all of the following apply:

- 1) they have passed Verification,
- 2) they have an active Plan with an unused Offer Quota,
- 3) they have specified a specialisation matching the Case category,
- 4) they cover the Case location: a remote Case requires remote service, an in-person Case requires coverage of the Client's city, and a hybrid Case requires either of those conditions to be met,
- 5) there are places available for Offers in the Case.

2. The number of Lawyers who see a Case is unlimited. The number of Offers is limited: no more than 5 Offers may be submitted per Case. Places are allocated in the order Offers are submitted. Once all places are taken, the Case accepts no further Offers until a place becomes available.

3. The Lawyer sees the Case number, field, title, full description, city, format, urgency, anonymous questionnaire answers, whether the Client acts as a consumer or entrepreneur, and the number of available places. The Lawyer does not see Client Contact Details or any information on other Lawyers' Offers, except for the number of occupied places.

4. The Lawyer may narrow the visible Case list using filters available on the Platform, particularly by field, location, format, urgency and whether the Client acts as a consumer or entrepreneur.

5. In paid Plans that include this feature, the Lawyer sees whether the Client confirmed that the Indicative Cost, meaning the indicative cost range calculated by the Platform, is acceptable, and the

amount of that range. An algorithm calculates the range using aggregate data without a geographical breakdown, only from a sample large enough not to reveal a particular Lawyer's prices. A change to the Case description by the Client invalidates this confirmation. The range is indicative and not binding on the Lawyer.

6. Submitting an Offer uses one Offer from the Offer Quota, regardless of what subsequently happens to it.

7. Before submitting an Offer, the Lawyer must assess from the available information whether a conflict of interest or other obstacle to accepting the case exists. The Lawyer may decide not to submit an Offer at any time and may withdraw a submitted Offer until Acceptance of an Offer.

8. An Offer is presented to the Client with information identifying the Lawyer: first name and surname or Law Firm name, professional title, registration number and a link to the profile if published. The Client receives the Lawyer's contact details upon Acceptance of an Offer.

9. An Offer contains:

1) for a fixed fee: the gross price, completion deadline, response time, message to the Client and, mandatorily, a list of activities included and excluded from the price,

2) for hourly remuneration: the gross hourly rate, lower and upper limits on the number of hours and billing increment (6, 15 or 30 minutes); the Client sees this information and the resulting cost range. Exceeding the upper hours limit requires the Client's prior explicit consent. The Service Provider does not measure the Lawyer's working time and is not responsible for the settlement of hours.

10. The Lawyer may declare a Success Fee of between 1% and 50% in the Offer, stating the basis of calculation selected from the Platform's list (amount recovered or awarded, tax overpayment, tax benefit, amount written off, value of the subject matter of the dispute) and optionally a monetary cap. The Success Fee is only supplementary to the base remuneration and cannot replace it. It is a declaration by the Lawyer to the Client and is not collected or settled by the Service Provider.

11. A notary may not propose hourly remuneration for notarial acts subject to the notarial fee schedule. A notary and a statutory auditor may not propose a Success Fee.

12. The Service Provider does not set prices for Lawyers' services. The Platform may block obviously incorrect values, particularly a zero price, and ask for confirmation of atypical values.

13. An Offer is valid for 7 days from becoming visible to the Client. After that period, it expires and the freed place is made available to other Lawyers. Expiry or withdrawal does not restore the used Offer to the Offer Quota. If the Service Provider removes a Case for non-compliance with the Terms for Clients, an Offer submitted for that Case returns to the Offer Quota. Offers also expire when the Client ends publication of the Case, particularly by closing the Case, deleting the Account or withdrawing consent on which publication depends; in that case, the Offer does not return to the Offer Quota.

14. If the Client accepts no Offer within the period depending on Case urgency (48 hours to 7 days after publication), the Platform asks the Client for feedback. The Client may then relist the Case, postpone the decision once or close the Case, and if no decision is made, the Case is archived (§ 10 subsection 10 of the Terms for Clients). The Client's comment and budget are sent to Lawyers only with the Client's separate consents.

15. The Lawyer is responsible for compliance of Offer content with the law and professional practice rules, including rules on remuneration and fee schedules. Prices in an Offer are gross amounts,

including taxes.

16. Acceptance of an Offer does not constitute entering into an agreement for legal assistance; it is selection of a Lawyer with whom the Client wishes to agree terms of cooperation. The Lawyer undertakes that the agreement's terms will be no less favourable to the Client than the accepted Offer, unless the Client expressly agrees to a change after new information about the Case is obtained.

§ 10. Acceptance of an Offer and working with a Client

1. Upon Acceptance of an Offer, the selected Offer is accepted and the remaining Offers in the Case cease to be visible to the Client, subject to subsection 8.

2. Acceptance of an Offer is the only event at which the parties receive each other's contact details. The selected Lawyer receives Client Contact Details, and the Client receives the Lawyer's contact details, including the registration number. Lawyers whose Offers were not accepted receive none of the Client's contact details.

3. The Lawyer is prohibited from attempting to establish the Client's identity before Acceptance of an Offer or contacting a Client identified from Case content outside the Platform.

4. After Acceptance of an Offer, the Lawyer confirms in the Platform that cooperation has begun. Further arrangements, entering into the agreement and payment of remuneration take place directly between the Lawyer and Client without the Service Provider's participation; remuneration is paid outside the Platform.

5. After Acceptance of an Offer, the Platform provides the Lawyer and Client with the following tools:

1) Chat, in which messages are stored permanently and cannot be edited or deleted by the parties; the parties' access to Chat expires when the end of cooperation is confirmed in the Platform,

2) booking a video or in-person consultation,

3) a draft agreement sent to the Client only after review and approval by the Lawyer,

4) confirmation of settlement, which only records that settlement has taken place and is not a payment transaction.

6. Video consultations are conducted through an external videoconferencing provider. Only the Lawyer whose Offer was accepted acts as room host and cannot be replaced by another Law Firm member or an employee of the Service Provider. Recording, transcription, captions and broadcasting are disabled, and the Lawyer undertakes not to record the consultation by other means without the Client's explicit consent. The room is deleted after the consultation date.

7. The Lawyer may connect a Google calendar to the Account to check availability and create consultation events. The connection has a narrow permission scope and does not include access to email. The Client is not a participant in the calendar event, and their email address is not sent to Google. The Lawyer may disconnect the calendar at any time, revoking access on Google's side.

8. Once per Case, the Client may cancel cooperation with the Lawyer without the Lawyer's consent, before it begins or within 48 hours of the Lawyer's confirmation of cooperation, and return to the remaining Offers. The remaining Offers become visible again to the Client for the unused portion of their validity period, without setting a new period; Offers whose validity has expired do not regain validity. The Lawyer's withdrawal from cooperation has the same effect, but does not exhaust the Client's entitlement.

9. In the circumstances referred to in subsection 8, the Lawyer's access to Client Contact Details and Chat expires prospectively. Previously obtained data may be processed only to the extent required by law or professional practice rules (particularly to check conflicts of interest or establish, exercise or defend claims) and may not be used to contact the Client again to obtain an engagement. Any activities performed are settled directly between the Lawyer and Client.

10. The Service Provider does not verify the truthfulness of confirmation of settlement or resolve disputes between the Lawyer and Client concerning performance of the agreement, subject to the procedure concerning Reviews (§ 12).

§ 11. Lawyer's professional obligations

1. The Lawyer provides legal assistance independently, in their own name and at their own responsibility, in accordance with the rules governing their profession and professional ethics. Use of the Platform does not release the Lawyer from any of these obligations.

2. The Lawyer declares that they hold the compulsory professional liability insurance required for their profession and will maintain it throughout use of the Platform.

3. The Lawyer independently decides what information to send the Client through the Platform. Chat and other tools serve communication related to establishing and organising cooperation. The Lawyer transmits information subject to professional secrecy in accordance with their professional obligations. § 19 sets out the Service Provider's access to communication content.

4. In particular, the Lawyer is prohibited from:

- 1) submitting Offers in Cases in which they cannot act because of a conflict of interest, lack of authorisation or another obstacle,
- 2) submitting Offers without an intention to undertake the case or on terms misleading the Client,
- 3) including contact details, links or other content in Offers to contact the Client before Acceptance of an Offer, bypassing the mechanism referred to in § 10 subsection 2,
- 4) using Client data obtained through the Platform for marketing purposes unrelated to the Case,
- 5) impersonating another person or using another Lawyer's Account.

5. If, after Acceptance of an Offer, another Lawyer in the Law Firm or a substitute is to handle the case, the Lawyer informs the Client before entering into the agreement.

6. The Lawyer bears sole responsibility towards the Client for legal assistance provided. If a Client or third party brings a claim against the Service Provider arising from the Lawyer's legal assistance or culpable breach of these Terms, the Lawyer indemnifies the Service Provider and covers reasonable costs, including legal costs, incurred in connection with the claim. The Service Provider promptly notifies the Lawyer of the claim, enables participation in the defence and does not settle without the Lawyer's consent.

7. The Service Provider does not consider complaints about the Lawyer's professional conduct. Such complaints are considered by relevant professional self-government bodies. The Service Provider gives those bodies information only to the extent required by law.

§ 12. Profile, directory and Reviews

1. The Lawyer's public profile in the leksio.pl Module is published only on the basis of the Lawyer's decision in Account settings. Expanding the scope of published data requires a new decision by the Lawyer.
2. Publishing a profile in the lawyer directory in the prawniku.pl Module is a separate decision by the Lawyer, made using a separate Account setting. The directory is public and indexed by Internet search engines.
3. The Lawyer may withdraw publication of the profile in each Module at any time. Withdrawal does not affect Offers submitted beforehand.
4. The Lawyer may post a template agreement and general terms of cooperation in the profile. The Lawyer is responsible for their content and compliance with the law, including consumer protection provisions.
5. The Client may post a Review only in a Case in which they accepted the Lawyer's Offer, after the end of cooperation is confirmed in the Platform by both the Client and Lawyer. The Client may not review a Lawyer with whom cooperation was cancelled under § 10 subsection 8. One Review may be posted per Case. Reviews cannot be edited. The Service Provider moderates Reviews before publication.
6. The Lawyer may raise a dispute concerning a Review, stating why it breaches the Terms for Clients or the law. The Client has 3 days to respond, and the Service Provider decides within 7 days after the response deadline expires. The decision includes reasons and may leave the Review in place or remove it. Pending resolution, the Service Provider may hide the Review, notifying the Client and giving reasons. This procedure is a special route for Lawyers' notices concerning Reviews; § 16 otherwise applies.
7. The Lawyer is prohibited from posting or commissioning untrue Reviews, offering Clients benefits in return for Reviews of a particular content, or discouraging Clients from posting Reviews.
8. The Lawyer may reply once to a published Review. § 16 applies to the reply.

§ 13. Szybkie Zastępstwa Module

1. The Szybkie Zastępstwa Module enables publication of Substitution announcements and cooperation between the instructing Lawyer and a Lawyer or Trainee Lawyer carrying out the Substitution. The Module is free: its use requires no paid Plan and entails no commission or other fees.
2. Only Lawyers and Trainee Lawyers who have passed Verification may use the Module. The Module is excluded from indexing by Internet search engines.
3. Cooperation in the Module follows these steps:
 - 1) the performer specifies their availability in the Account,
 - 2) the instructing party publishes an announcement, stating the basis of participation, institution, date, anonymous description, required authorisations and budget,
 - 3) only performers with matching, current authorisations and compatible settings see the announcement,

4) the performer applies to the announcement or the instructing party invites a selected performer,
 5) after selecting the performer, the instructing party gives them data needed to check conflicts of interest, particularly identification of the parties to the proceedings, and the performer checks for conflicts,

6) only after the performer confirms that there is no conflict of interest does the instructing party give them private instructions,

7) the performer confirms acceptance of the Substitution, and the parties communicate through the Module's chat,

8) the performer submits a report on the outcome of the act, and the parties may rate each other.

4. The announcement may not contain data identifying parties to the proceedings. The instructing party gives these data only to the selected performer: initially to the extent needed to check conflicts of interest, then in private instructions to the extent needed to carry out the Substitution. Both parties limit the data transmitted to the necessary minimum.

5. The instructing party and performer agree the Substitution remuneration and payment method between themselves. The Service Provider does not act as a payment intermediary.

6. Powers of attorney, substitutions or authorisations are granted and transmitted outside the Platform. The Platform stores only confirmation that an authorisation was sent and received, without the document itself. The Module does not allow attachments to be sent.

7. The instructing party is responsible for checking that the performer, particularly a Trainee Lawyer, is authorised to perform the act. The instructing party and performer are responsible to each other and to the principal for carrying out the Substitution under applicable law. The Service Provider is not a party to their arrangements.

§ 14. The sip.leksio.pl and prawniku.pl Modules, aggregate data and pricing simulation

1. In the sip.leksio.pl Module, the Lawyer may search and read public sources of law and, after logging in, use a private clipboard and notes visible only to the Lawyer. The Service Provider may introduce limits on the number of queries and paid access beyond the limits under the Price List; introducing charges follows § 8 subsection 1.

2. The sip.leksio.pl Module reproduces official sources without altering their content. Anonymisation of judgments is performed by the publishing authority. The Service Provider exercises due care to keep collections up to date, but does not guarantee their completeness or currency. Only the content in the official publication source is legally binding.

3. In the prawniku.pl Module, the Lawyer may publish a profile in the directory under § 12. Participation in preparing editorial materials, particularly guides, requires a separate arrangement with the Service Provider.

4. The Lawyer authorises the Service Provider to use data on Offer terms (particularly price, remuneration type, scope of activities and field) in aggregated and anonymised form preventing identification of the Lawyer and Client, to calculate indicative cost ranges and publish pricing compilations in Modules.

5. A Lawyer who has passed Verification may voluntarily participate in pricing simulation, assessing whether a price proposed for a synthetic, fictitious engagement is appropriate. Simulation engagements are not Cases of actual Clients. Participation does not affect Offer order or access to Cases, and the Lawyer's assessments serve only to calibrate ranges and are used collectively.

§ 15. AI Functions

1. The Platform uses Gemini language models provided through Google Cloud, via an endpoint with data residency in the European Union.

2. The Case description visible to the Lawyer may be organised by the Submission Assistant used by the Client. The Assistant only organises information: it does not analyse the law, assess the case's prospects or calculate deadlines. The Client's conversation with the Submission Assistant is not made available to the Lawyer.

3. AI Functions do not decide which Lawyers see a Case or the order of Offers. This follows exclusively from the criteria specified in § 9 subsections 1-2.

4. Replies to support requests may be drafted initially by a language model. Every such reply is approved by the Service Provider's employee before it is sent. Requests concerning personal data, payments, agreements and Verification are handled without AI Functions.

5. Content generated by AI Functions is labelled in the Platform interface and metadata as generated or processed by artificial intelligence. Before first use of an AI Function that converses with a user, the Platform informs them that the conversation is with an artificial intelligence system.

6. The Lawyer acknowledges that results generated by AI Functions:

- 1) may contain errors, inaccuracies or untrue information,
- 2) require verification by the Lawyer before use,
- 3) do not constitute legal advice or an opinion of the Service Provider.

7. An Offer draft and draft agreement are only proposals. The Offer and draft agreement reach the Client only after review and approval by the Lawyer. Upon approval, the Lawyer is responsible for their content as for their own content.

8. Translation of Chat messages is automatic and labelled as such. The message text in its original language is binding.

9. Data entered into AI Functions are transmitted to the model provider specified in subsection 1 solely to perform that function and are not used by that provider to train models. The Service Provider does not use Lawyer Content to train models.

10. Rights to content generated by AI Functions belong to the Lawyer to the extent permitted by law, subject to AI model providers' rights. The Lawyer acknowledges that this content may not be protected by copyright and similar content may be generated for other users; the Service Provider does not guarantee unique results.

11. If the Lawyer uses content generated by AI Functions outside the Platform, they are responsible for checking it for third-party rights and labelling it as generated by artificial intelligence where required by law.

12. The Service Provider may change the model provider or scope of AI Functions. A change of the provider specified in subsection 1 or a material change in scope follows § 23.

§ 16. Lawyer Content, notices of illegal content and appeals

1. Posting Lawyer Content is prohibited where it:

- 1) contains untrue data or is contrary to the law, these Terms or good morals,
- 2) serves activities prohibited by law, incites violence or hatred, or insults any group of people or person,
- 3) may infringe personal rights, copyright, image rights or other rights of third parties,
- 4) breaches professional secrecy or discloses third parties' personal data without a legal basis,
- 5) constitutes advertising unrelated to the Lawyer's professional activity or has a political, religious or discriminatory character,
- 6) breaches the rules on communicating information about professional practice applicable in the Lawyer's professional self-government.

2. Any person (the 'Notifier') is entitled to report any content posted on the Platform, particularly Lawyer Content, a Case or a Review, which they consider illegal or contrary to these Terms or the Terms for Clients.

3. A notice may be submitted using the illegal content notice form available on the Platform or by email to: kontakt@leksio.pl.

4. A notice should contain the following information:

- 1) a sufficiently substantiated explanation of why the content is illegal or contrary to these Terms,
- 2) a clear indication of the exact electronic location of the information, such as the exact URL or URLs, and, where appropriate, additional information enabling the content to be identified, depending on its type and the Platform's features,
- 3) the Notifier's first name and surname or name, and email address, except for a notice concerning information considered related to one of the offences referred to in Articles 3-7 of Directive 2011/93/UE,
- 4) a statement confirming the Notifier's good-faith belief that the information and allegations contained in the notice are accurate and complete.

5. After receiving a notice, the Service Provider sends the Notifier acknowledgement of receipt to the email address they provided.

6. If the notice lacks the elements specified in subsection 4 above or contains errors, the Service Provider may ask the Notifier to complete or correct it within 14 days of receiving the request. If the Notifier does not complete or correct it within that period, the Service Provider considers the notice on the basis of the available information.

7. The Service Provider verifies the reported content and, if necessary during verification, asks the Notifier for necessary additional information or documents. Pending consideration of the notice, the Service Provider may block the content's visibility, giving its author the statement of reasons referred to in subsection 10 no later than when the content is blocked.

8. After verifying the notice, the Service Provider, giving reasons for its decision:

- 1) removes or restricts the visibility of content that breaches the law or these Terms,
- 2) restores content that does not breach the law or these Terms if its visibility was blocked during verification.

9. The Service Provider promptly notifies the Notifier of its decision on the notice, including refusal to remove content, and, if content is removed or its visibility restricted, also its author, giving reasons and information on the right to appeal.

10. The statement of reasons for the Service Provider's decision includes:

- 1) whether the decision involves removal of content, blocking its visibility, demotion or other measures referred to in these Terms and, where appropriate, the decision's territorial scope and duration,
- 2) the facts and circumstances relied on in taking the decision, including, where appropriate, whether the decision followed a notice or voluntary checks initiated by the Service Provider and, where strictly necessary, the Notifier's identity,
- 3) where appropriate, information on the use of automated means in taking the decision, including whether the decision concerned content detected or identified using automated tools,
- 4) where the decision concerns potentially illegal content, the legal basis relied on and an explanation of why the content was considered illegal on that basis,
- 5) where the decision is based on alleged non-compliance with these Terms, the provision relied on and an explanation of why the content was considered non-compliant,
- 6) clear and user-friendly information on available ways to appeal the decision, particularly under subsections 11-14, through out-of-court dispute settlement and judicial redress.

11. The author of content that was removed or whose visibility was restricted, and a Notifier whose request to remove reported content was refused by the Service Provider, may appeal the Service Provider's decision.

12. An appeal may be submitted as follows:

- 1) by email to: kontakt@leksio.pl,
- 2) in writing to: ul. Żurawia 6/12 lok. 745, 00-503 Warszawa.

13. Appeals are considered by the Service Provider's authorised team. Appeals are not considered solely by automated means.

14. The Service Provider informs the appellant by email of the decision following consideration of the appeal and, if it also finds the reported content illegal or contrary to these Terms, takes the measures provided for in these Terms. If the content author's appeal is upheld, the Service Provider promptly restores the removed content or its visibility.

15. The Service Provider may also, on its own initiative, check Lawyer Content visible to other users (particularly profiles, Offers, announcements and replies to Reviews) for compliance with the law and these Terms, including with automated tools used solely to flag content for initial human review. The Service Provider does not check Chat content or private notes on its own initiative, subject to § 19 subsection 7. A decision to remove Lawyer Content or restrict its visibility is always made with human involvement and sent to the Lawyer with reasons under subsection 10.

16. Posting Lawyer Content constitutes a declaration that the Lawyer is entitled to use it. The Lawyer bears full responsibility for Lawyer Content and the consequences of its publication, including infringement of third parties' personal rights and intellectual property rights.

17. The Lawyer grants the Service Provider a free, non-exclusive licence to use Lawyer Content to the extent necessary to provide the Service: to store it, reproduce it in the memory of information systems, display it and make it available in Modules to the extent provided by Account settings, for the duration of the Agreement and the retention period specified in the Privacy Policy. Use of Lawyer Content in the Service Provider's promotional materials outside the Platform requires the Lawyer's separate consent.

18. Posting Lawyer Content does not transfer intellectual property rights in that content to the Service Provider. Those rights remain with the Lawyer or the entities from which the Lawyer obtained them.

§ 17. Transparency of the Platform's operating rules

1. A Case's visibility to a Lawyer depends exclusively on the criteria specified in § 9 subsection 1. These criteria ensure that the Client receives Offers from Lawyers appropriate in specialisation and location, and that all Lawyers meeting the criteria have equal access to Cases. The Plan affects Case visibility indirectly: once the Offer Quota is exhausted, the Lawyer does not see new Cases until the quota renews (§ 6 subsection 8) or the Plan changes.

2. Offers are presented to the Client in submission order. Subject to subsection 4, this rule favours no Lawyer. The Service Provider does not charge for a higher Offer position.

3. The order of profiles in the lawyer directory in the prawniku.pl Module depends on the following main parameters in order of importance: the match of the Lawyer's specialisation and location to the search criteria, profile completeness, and the number and average of Reviews. The match to search criteria is most important because it determines the usefulness of a result to the Client; profile completeness and Reviews help the Client assess the Lawyer's experience. The Lawyer's Plan does not affect directory order.

4. Paid Plans differ from the Start Plan in the features specified in § 6 subsection 3 and the Price List. Email notifications of new Cases and access to the accepted price range may facilitate faster and better-matched Offers, which, under the submission-order rule (§ 9 subsection 2), may provide an advantage to Lawyers using paid Plans. These differences arise from the subscription model in which the Service Provider does not charge commission on cases.

5. The Service Provider does not provide legal assistance or control any Lawyer using the Platform. It offers Clients its own informational digital services, particularly the Indicative Cost, Case Report in the prawniku.pl Module and sip.leksio.pl Module. These services are not legal assistance and do not affect Offer visibility or order. Lawyers with personal ties to the Service Provider use the Platform under the same rules as other Lawyers.

6. The Lawyer's profile and Offers are presented only in Modules, in accordance with Account settings. A profile published in the prawniku.pl directory may appear in Internet search results. The Service Provider does not run affiliate programmes or other distribution channels outside the Platform through which it would offer Lawyers' services.

7. As regards data access:

- 1) the Service Provider has access to data supplied by Lawyers and Clients and generated in connection with the Service, particularly Account and profile data, Verification, Cases, Offers, Chats, Reviews, support requests and system logs; employee access to Case and Chat content is restricted under § 19 subsections 7–8,
 - 2) the Lawyer has access in the Account to data they supplied and data generated in connection with their use of the Platform, particularly Offer and Review histories, Chats in Cases with accepted Offers until cooperation ends and, from Acceptance of an Offer, Client Contact Details and Case content,
 - 3) the Lawyer has no access to other Lawyers' data or Client Contact Details in Cases where their Offer was not accepted; aggregate data are available only to the extent published in Modules (indicative cost ranges and pricing compilations),
 - 4) the Service Provider transfers data to third parties only to the extent needed for proper operation of the Platform (particularly hosting, email, payment, AI model and videoconferencing providers and, with consent in cookie settings, analytics and marketing providers specified in the Privacy Policy), to Clients to the extent described in these Terms and where required by law; it does not disclose Lawyer data to third parties for other purposes.
8. The Service Provider does not restrict the Lawyer's ability to offer services on other terms in other channels, including other platforms. The prohibitions in § 10 subsection 3 and § 11 subsection 4 point 3 do not concern the terms on which the Lawyer offers services; they serve only to protect Client anonymity until Acceptance of an Offer, a basic principle of the Platform's operation for Clients.
9. § 18 subsection 8 governs access to the Lawyer's data after termination of the Agreement.

§ 18. Restriction, suspension and termination of the Agreement by the Service Provider

1. The Service Provider may restrict Lawyer Content visibility, suspend the ability to submit Offers, suspend the Account or terminate the Agreement if the Lawyer breaches these Terms or the law, loses professional authorisation, there is a reasonable suspicion of abuse or a security threat to the Platform, Clients or other Lawyers, or a judgment or order of a competent authority requires it.
2. The Service Provider sends the Lawyer reasons for a restriction or suspension decision at the email address assigned to the Account no later than when the decision takes effect. The reasons identify specific facts and circumstances, including received notices where they formed the basis of the decision, and the provision of these Terms or law relied on. The Lawyer may provide explanations under § 21.
3. The Service Provider may terminate the Agreement with 30 days' notice, sending the Lawyer the declaration and reasons at the email address assigned to the Account.
4. The Service Provider may terminate the Agreement without notice only where:
 - 1) this obligation arises from law or a competent authority's decision in a way that prevents compliance with the notice period,
 - 2) there is a valid reason provided for by Polish law,
 - 3) the Lawyer has repeatedly breached these Terms.
5. In the circumstances referred to in subsection 4, the Service Provider gives the Lawyer reasons without undue delay unless the law prohibits disclosure of the facts or circumstances underlying the

decision.

6. If the circumstances underlying restriction, suspension or termination cease to exist or the Lawyer's explanations are accepted, the Service Provider restores full access to the Service without undue delay, including data accessible to the Lawyer before the decision.

7. If the Service Provider terminates the Agreement for reasons not attributable to the Lawyer, it refunds a proportionate part of the Subscription Fee for the unused billing period.

8. Within 30 days after termination of the Agreement, the Lawyer may request an export of profile data, Offer histories and Chats in Cases with accepted Offers in CSV or JSON format. After this period, the Service Provider deletes or anonymises data under the Privacy Policy, except data whose retention is required by law or needed to establish, exercise or defend claims.

9. During Account suspension, submitted Offers remain invisible to Clients, and the Lawyer retains access to Chats in Cases with accepted Offers, unless suspension follows a breach to the Client's detriment.

§ 19. Personal data, confidentiality and the Service Provider's access to Case content

1. Information on the processing of personal data by the Service Provider, including retention periods for Case descriptions and Chat content, is in the Privacy Policy available at the address specified in § 2 point 18.

2. The Service Provider is the controller of the Lawyer's personal data and Clients' personal data processed in the Platform, including Case and Chat content, to provide Platform services to both parties.

3. Upon Acceptance of an Offer, the Service Provider discloses Client Contact Details and Case content to the Lawyer. The Lawyer becomes a separate controller and processes these data in their own name to establish and perform cooperation with the Client, under data protection law and the rules governing their profession. Disclosure is not entrusting data processing: the Lawyer does not process data on the Service Provider's instructions, and the Service Provider does not process data on the Lawyer's instructions.

4. The Lawyer must fulfil a controller's information obligations towards the Client no later than first contact and ensure appropriate safeguards for data processed outside the Platform.

5. A Case description may contain health data, data concerning criminal convictions or offences, other specially protected data and third-party data. Before Acceptance of an Offer, the Lawyer reads Case content only on the Platform and processes its data as a separate controller only to the extent needed to assess the Case and submit an Offer, and after Acceptance of an Offer to the extent needed to perform cooperation with the Client.

6. The Lawyer keeps confidential the content of Cases in which they did not submit an Offer or their Offer was not accepted. They may not copy or use such Case content outside the Platform. The obligation continues after termination of the Agreement.

7. The Service Provider's employees and collaborators have access to Case and Chat content only in the following circumstances:

1) consideration of an illegal content notice, a Review dispute or a complaint,

- 2) at the Lawyer's or Client's explicit request within technical support, to the extent of that request,
 - 3) performance of an obligation arising from law, a judgment or a request from a competent authority,
 - 4) prevention of abuse threatening the security of the Platform or its users.
8. Access referred to in subsection 7 is limited to authorised persons bound by confidentiality. The Service Provider does not analyse Chat content for marketing purposes.
9. Platform notifications are grouped into categories for which the Lawyer may set separate preferences. Email notifications contain only identifiers, statuses, counters and deadlines; they do not contain Case descriptions, Chat content, amounts or Client data. Browser or mobile device notifications are delivered through notification services of browser and operating system providers.
10. The Service Provider sends the Lawyer messages related to provision of the Service.
11. If the Lawyer or Service Provider identifies a personal data breach concerning data disclosed under subsection 3, they promptly inform the other party and cooperate to the extent needed to fulfil each controller's obligations.

§ 20. Service Provider's liability

1. The Service Provider undertakes to provide the Service with due care.
2. The Service Provider seeks to ensure continuous Platform availability but does not guarantee a particular availability level or uninterrupted operation.
3. The Service Provider is not liable for the Lawyer's lost profits.
4. The Service Provider does not guarantee any particular level of performance, efficiency or usefulness of the Platform for the Lawyer's specific needs and applications.
5. The Service Provider's total liability to the Lawyer on any grounds connected with the Agreement or use of the Platform is limited to three times the monthly Subscription Fee for the Plan used by the Lawyer at the time of the event causing damage; for a Plan with an annual billing period, the monthly Subscription Fee means 1/12 of the annual fee. For the Start Plan and the Quick Substitutions Module, the Service Provider's liability is limited to PLN 300.
6. The Service Provider is not liable for:
 - 1) the content of Cases and the accuracy and completeness of information provided by Clients,
 - 2) failure to enter into an agreement with a Client, or a Client's non-performance or improper performance of obligations to the Lawyer, including failure to pay remuneration,
 - 3) acts and omissions of other Lawyers, including in the Quick Substitutions Module,
 - 4) the content of judgments, legislation and other documents published by public authorities and made available in the sip.leksio.pl Module,
 - 5) the consequences of the Lawyer's use of AI Function results without the verification referred to in § 15 subsections 6-7.
7. To the extent permitted by law, the Service Provider is not liable to the Lawyer for the consequences of:

- 1) the Lawyer's use of services or functionalities available on the Platform contrary to their intended purpose,
 - 2) the Lawyer's provision of incorrect or untrue data,
 - 3) third parties' use of credentials authorising access to the Account, where they obtained those credentials because the Lawyer disclosed them or failed to adequately protect them against access by such persons.
8. To the extent permitted by law, the Service Provider is not liable for disruptions to the Platform resulting from:
- 1) force majeure, which also includes the unavailability of interfaces of key external service providers and a supervisory authority's prohibition on using particular AI models,
 - 2) necessary maintenance work on the Platform,
 - 3) causes attributable to the Lawyer,
 - 4) acts of third parties for which the Service Provider is not responsible.
9. The Service Provider undertakes to carry out the work referred to in subsection 8 item 2 above in a manner that causes as little inconvenience as possible to Lawyers and, where possible, to inform them of planned work in advance.
10. The Service Provider undertakes, where possible, to remedy disruptions to the Platform on an ongoing basis.
11. The limitations and exclusions of liability under the Terms do not apply to damage caused intentionally.

§ 21. Complaints and grievances

1. The Lawyer may submit a complaint concerning the operation of the Platform or provision of the Service, or a grievance concerning the Service Provider's decisions or actions, in particular a decision on restriction or suspension referred to in § 18.
2. A complaint or grievance is submitted through the support form in the Account or to the email address specified in § 1 subsection 5 item 1, where possible within 30 days after the irregularity is discovered or the decision delivered. Failure to meet this deadline does not exclude the Lawyer's claims.
3. A complaint should contain:
 - 1) the Lawyer's full name or the Law Firm's name,
 - 2) the email address assigned to the Account,
 - 3) a description of the irregularity or objections to the decision,
 - 4) the Lawyer's request.
4. The Service Provider may refuse to bring the Service into conformity with the Agreement if this is impossible or would require the Service Provider to incur disproportionate costs.
5. After considering the complaint or grievance, the Service Provider gives the Lawyer a response in which it:

- 1) upholds the complaint or grievance and specifies how and when it is expected to be resolved,
- 2) refuses to bring the Service into conformity with the Agreement for the reason specified in subsection 4 above,
- 3) rejects the complaint or grievance as unfounded, stating its reasons.

6. The Service Provider considers the complaint or grievance and sends a response to the Lawyer's email address within 14 days after receiving it. In particularly complex cases, this period may be extended to 30 days; the Service Provider informs the Lawyer before the initial period expires. Grievances are considered with human involvement and responses use plain and accessible language.

7. If a complaint concerning the unavailability of the Service is upheld, the Service Provider may reduce the Subscription Fee proportionately to the period of unavailability or extend the billing period by that period.

§ 22. Intellectual property

1. All components of the Platform and Modules, in particular:

- 1) the Leksio, prawniku.pl, SIP Leksio and Szybkie Zastępstwa designations,
- 2) the Platform and Module logos,
- 3) photographs and descriptions,
- 4) graphic elements, the Platform layout and interface, software, source code and databases

are legally protected under the Act of 4 February 1994 on copyright and related rights, the Act of 30 June 2000 on Industrial Property Law, the Act of 16 April 1993 on combating unfair competition and other generally applicable law, including European Union law. These rights belong to the Service Provider or entities that have granted it licences.

2. Any use of the Service Provider's intellectual property without its prior explicit permission, in breach of these Terms, is prohibited.

3. The Lawyer may use the Leksio name and logo solely to indicate their presence on the Platform, in a manner that does not mislead as to their relationship with the Service Provider and complies with the rules made available by it.

4. The Service Provider grants the Lawyer a non-exclusive, non-transferable licence, free of charge apart from fees arising from the Plan, to use the Platform and Mobile Application to the extent necessary to use the Service, for the duration of the Agreement.

§ 23. Changes to the Terms

1. The Service Provider may change the Terms only for important reasons, namely:

- 1) a change in the subject of the Service Provider's business activity,
- 2) the Service Provider beginning to supply new services, modifying existing services or ceasing to supply them,
- 3) a technical modification to the Platform requiring adaptation of the provisions of these Terms,

- 4) a legal obligation to make changes, including an obligation to adapt the Terms to the current legal framework,
 - 5) a change to the operating rules of Modules or introduction of a new Module.
2. The Service Provider notifies the Lawyer of a planned change to the Terms by email to the address assigned to the Account and by a message in the Account at least 15 days before the change takes effect. If the change requires the Lawyer to make significant technical or commercial adjustments, this period is correspondingly longer.
3. A Lawyer who does not accept the change may terminate the Agreement with immediate effect before the notification period expires, under § 6 subsection 9. The Lawyer may waive the notification period by an express declaration or an unequivocal action, in particular by submitting a new Offer after receiving the notification, unless the notification period exceeds 15 days because significant adjustments are needed on the Lawyer's part.
4. The period referred to in subsection 2 does not apply where the Service Provider is required by law or an authority's decision to change the Terms within a shorter period, or where the change is necessary to address an unforeseen and immediate threat related to protecting the Platform, Clients or Lawyers from fraud, malware, spam, data breaches or other cybersecurity threats.
5. Changes to the Terms do not have retroactive effect unless they benefit the Lawyer or are required by law.
6. A change to the Terms applies from the date it takes effect. Offers submitted before that date remain subject to the previous provisions.
7. Changes to the Price List follow § 8 subsection 1.

§ 24. Final provisions

1. The current version of the Terms is effective from 2026-10-08. Previous versions are available in the archive at the address referred to in § 1 subsection 7.
2. The Terms are governed by Polish law. The parties will endeavour to resolve disputes arising from the Agreement amicably; if no agreement is reached, disputes are settled by the ordinary court having jurisdiction over the Service Provider's registered office.
3. Matters not regulated by the Terms are governed by generally applicable Polish law.
4. The parties make declarations concerning the Agreement in documentary form, in particular by email to the addresses specified in § 1 subsection 5 item 1 and assigned to the Account.
5. If any provision of the Terms proves invalid or ineffective, the remaining provisions stay in force, and that provision is replaced by the legal rules most closely corresponding to its purpose.
6. The Service Provider may transfer its rights and obligations under the Agreement to an entity taking over operation of the Platform after giving the Lawyer at least 30 days' prior notice. During this period, the Lawyer may terminate the Agreement with immediate effect.
7. If the Terms are made available in another language, the Polish version is binding.