Terms of the jointhubs.com website and the free consultation

Version 1.0, effective from 13 November 2026

§ 1 General provisions

1. The Terms define the rules for using the jointhubs.com website (hereinafter: the "Website"), including the types and scope of services provided electronically, the conditions of their provision and the complaint procedure, in accordance with Art. 8(1)(1) and Art. 8(3) of the Polish Act of 18 July 2002 on Providing Services by Electronic Means (the "ESA"), as well as the rules of the free consultation.
2. The Service Provider is Mateusz Stachowicz conducting a sole-trader business under the firm name "Mateusz Stachowicz", ul. Adama Mickiewicza 29, 40-085 Katowice, NIP 6351848428, REGON 380986179, e-mail: office@jointhubs.com, operating under the "Jointhubs" brand (hereinafter: the "Service Provider").
3. The User is every person using the Website (hereinafter: the "User").
4. The Terms are made available free of charge on the Website in a manner allowing them to be downloaded (a PDF file), saved and printed (Art. 8(1)(1) ESA).

§ 2 Services provided electronically

1. The Service Provider provides the following services electronically free of charge:

   a) making the content of the Website available;

   b) the contact form, allowing an enquiry to be sent and a free consultation to be arranged;

   c) the AI demo "Ask a great mind", on the terms set out in § 5.

2. The contract for the provision of the services referred to in item 1:

   a) item a) is concluded at the moment of entering the Website and expires at the moment of leaving it;

   b) item b) is concluded at the moment of sending the form and expires at the moment an answer to the enquiry is given;

   c) item c) is concluded at the moment of sending the question and expires at the moment the answer is displayed.

3. Using the services requires a device with Internet access and an up-to-date web browser with JavaScript support, and in the case of the form also an active e-mail address.
4. It is prohibited for the User to supply content of an unlawful nature (Art. 8(3)(1)(d) ESA).

5. The particular threats associated with using services provided electronically (Art. 6(1) ESA) include in particular malware, phishing (messages impersonating the Service Provider) and the interception of data in unsecured networks. The Service Provider never asks for passwords or login credentials for systems.

§ 3 Contact form

1. Sending the form requires providing an e-mail address, answering the questions of the form (the area of interest, company size, role in the company) or, in the form on the subpages about process automation and AI implementation, a description of the process, as well as confirming that you have read the Terms and the Privacy and cookie policy. The description of the need in the contact form is optional.
2. The Service Provider responds to an enquiry within 3 business days, proposing a date for the free consultation or informing that it is unable to help in the given matter.
3. Do not enter into the form passwords, login credentials, personal data of third parties (in particular the clients or employees of the User) or information constituting a trade secret.

§ 4 Free consultation

1. The free consultation is a one-off online conversation in Google Meet, arranged through the contact form or through the Cal.com booking system, lasting up to 30 minutes, the purpose of which is to learn about the needs of the User and indicate the appropriate further step (hereinafter: the "Consultation").
2. The outcome of the Consultation is a recommendation of one of the following paths:

   a) a paid analysis and implementation design: where the User knows which process they want to improve;

   b) a paid workshop on selecting a process for automation: where the User does not know where to start;

   c) no recommendation of cooperation: where the services of the Service Provider do not match the need of the User.

3. The Consultation:

   a) is free of charge and does not oblige anyone to conclude any contract;

   b) is granted once to a single entity; further conversations are chargeable or form part of an agreed service;

   c) is informational in nature and does not constitute advice, an audit or an opinion, including legal or tax advice;

   d) takes place at a time agreed by the parties.

4. Information provided during the Consultation does not constitute an offer within the meaning of Art. 66 § 1 of the Polish Civil Code. Binding terms are defined exclusively by a contract concluded after the Consultation.
5. The Service Provider may refuse to hold the Consultation without giving a reason.
6. Before the Consultation the Service Provider may ask for a short description of the processes or the problem. The description should be general and must not contain the data referred to in § 3 item 3. Examples of documents should be presented in anonymised form.
7. The Consultation is recorded using the Google Meet functionality and a transcript is produced from the recording, on the terms described in the Information for meeting participants, which is also sent together with the invitation. Any participant may, before the conversation or during it, request that recording not be enabled or that it be turned off, which does not affect the holding of the Consultation.
8. The Service Provider keeps confidential the information about the User's business obtained during the Consultation and uses it solely in order to prepare a recommendation or an offer. At the User's request, before the Consultation the parties may conclude a non-disclosure agreement.
9. The Service Provider's liability for the Consultation, as a service provided free of charge, is limited to damage caused intentionally or as a result of gross negligence (subject to the limit resulting from Art. 473 § 2 of the Polish Civil Code).

§ 5 AI demo "Ask a great mind"

1. The AI demo "Ask a great mind" (hereinafter: the "Demo") allows a question to be asked and an answer to be received that is generated automatically by an artificial intelligence system based on an external language model. The answers are not created or verified by a human.
2. Where the Demo answers in the style of historical or well-known figures, the answers are a fictional simulation generated by the AI system and are not statements made by those persons and do not express their views.
3. The Demo serves solely to present the capabilities of the technology. The answers may be incomplete, outdated or wrong and do not constitute advice, in particular legal, tax, medical or investment advice.
4. Do not enter into the Demo personal data, whether your own or that of other persons, trade secrets or other confidential information. The question is passed to the external language model provider indicated in the Privacy and cookie policy.
5. It is prohibited to enter unlawful content into the Demo, to attempt to circumvent the model's safeguards and to send queries automatically or in bulk.
6. The Service Provider may limit the number of questions in a given period, temporarily disable the Demo or discontinue making it available.

7. The Service Provider's liability for the Demo, as a service provided free of charge, is limited to damage caused intentionally or as a result of gross negligence (subject to the limit resulting from Art. 473 § 2 of the Polish Civil Code).

§ 6 Complaints

1. Complaints concerning the services referred to in § 2 and the Consultation may be submitted by e-mail to office@jointhubs.com or in writing to the address indicated in § 1 item 2, providing contact details and a description of the problem.
2. The Service Provider considers a complaint within 14 days of its receipt and informs about the resolution in the manner in which the complaint was submitted.

§ 7 Personal data

1. The rules for processing personal data are set out in the Privacy and cookie policy available on the Website.

§ 8 Final provisions

1. The Service Provider may amend the Terms for important reasons, in particular where the law changes, where the scope of the services or the functions of the Website change, or for security reasons. The amendment does not affect rights acquired before it enters into force.
2. The Terms do not exclude or limit the entitlements of consumers and entrepreneurs who are natural persons to whom the provisions on consumer protection apply (Art. 385^5 of the Polish Civil Code, Art. 38a of the Consumer Rights Act of 30 May 2014).
3. In matters not regulated herein, Polish law applies, in particular the Polish Civil Code and the ESA.
4. The Terms apply from 13 November 2026.