

LEAPR TERMS AND CONDITIONS

Effective Date: 27 August 2026

Last Updated: 27 August 2026

LEAPR is not a professional psychological or psychiatric service. If you are experiencing mental health difficulties or concerns, please consult a qualified healthcare professional.

In the event of an emergency or crisis, contact emergency services immediately. In Poland: 112. If you are experiencing suicidal thoughts or thoughts of self-harm, in Poland: contact the Adult Helpline (116 123) or a Crisis Intervention Centre.

§ 1. Statements and Acknowledgments

1. By accepting these Terms and Conditions through the creation of an Account within the App, the User acknowledges that they have read and understood these Terms and Conditions and agree to comply with the rules and provisions contained herein.
2. Furthermore, the User acknowledges and agrees that:
 - 1) LEAPR is a self-development and educational application; it presents optional and voluntary challenges and prompts intended to help Users practise social interactions, build self-confidence, and develop comfort in everyday social situations; it is designed for personal development and entertainment purposes.
 - 2) The App is not, and should not be construed as, any of the following:
 - i. a medical device;
 - ii. a therapeutic service;
 - iii. a form of psychological counselling or psychiatric treatment;
 - iv. any form of professional healthcare or clinical service;
 - v. a crisis intervention service; or
 - vi. a substitute for professional medical or psychological care.
 - 3) The content made available through the App, including mood tracking, progress indicators, Challenge content, and integrated reflective exercises, is provided solely for general informational and educational purposes and does not constitute or replace professional medical or psychological advice, diagnosis, or treatment. Any references within the App to psychological or behavioural scientific concepts are provided solely as informational context.
3. These Terms and Conditions, together with the Privacy Policy, constitute an integral part of the agreement binding the User and LEAPR.

§ 2. Definitions

1. "App" means the mobile App operated by LEAPR under the name LEAPR, which enables Users to create an Account and use the functionalities made available therein, including participation in Challenges, in accordance with these Terms and Conditions.

2. "LEAPR" means Dawid Ratajczak, Os. Stare Zegrze, 61-249 Poznań, Poland.
3. "User" means a natural person who is at least 16 years of age and has created (registered) an Account in the App.
4. "Account" means the individual profile of a User created within the App.
5. "Challenge" means a task, activity, or action available within the App that requires the User to perform specified actions and which, subject to the fulfilment of applicable conditions, may result in experience points (XP) being credited to the User's Account.
6. "Terms and Conditions" means these LEAPR App Terms and Conditions.

§ 3. General Provisions

1. These Terms and Conditions set out the rules governing the use of the App, including in particular the registration of Users, maintenance of Accounts, and use of the App's functionalities and activities (Challenges).
2. LEAPR is the owner and administrator of the App.
3. The App constitutes an information and communication technology tool intended exclusively for registered Users and serves the purposes of Account management, organisational communications, provision of informational and educational materials, and participation in Challenges.
4. LEAPR may be contacted via the following e-mail addresses: [●].
5. The App is available via Internet and may be used on mobile devices.
6. These Terms and Conditions are made available free of charge within the App in a manner that enables the User to access, reproduce, save, and print them. They may also be obtained upon request by contacting LEAPR at: support@leapr.app.
7. Use of the App is subject to the User having read and accepted these Terms and Conditions.
8. The App is intended solely for individuals who are at least 16 years of age. Where LEAPR has reasonable grounds to doubt a User's age, LEAPR reserves the right to delete the User's Account and any data associated with it without prior notice to the User.
9. The App is available exclusively to consumers within the meaning of Article 22¹ of the Polish Civil Code, who enter into an agreement with LEAPR for purposes not directly related to their business, trade, profession, or occupational activity.
10. The App is made available through the Apple App Store and Google Play platforms. Use of such platforms is subject to their respective terms of service and privacy policies. LEAPR shall not be responsible for the activities or operations of such third-party providers.

§ 4. Voluntary Nature of the App

1. The App is entirely voluntary in nature. By using the App, the User does not undertake any obligation to complete any Challenges presented therein. Nothing in the App obliges, instructs, pressures, or compels Users to undertake any particular action. Challenges are provided solely as optional suggestions for Users. The App is a tool designed to present possibilities and opportunities, and is not intended to direct or control Users' conduct.

2. The User acknowledges that the decision whether to undertake a Challenge is made independently and autonomously by the User, and that the User alone determines whether, when, where, how, and to what extent they attempt to complete any Challenge.
3. The User undertakes to make decisions based on their own independent assessment of what is safe, lawful, appropriate, and suitable, taking into account:
 - 1) their individual physical and mental health circumstances;
 - 2) their surroundings and the specific social context in which they are situated;
 - 3) the rights, safety, and well-being of other persons; and
 - 4) applicable laws and regulations.
4. The User may, at any time, choose not to participate in a Challenge, discontinue a Challenge, close the App, or cease using the App altogether.

§ 5. Conditions of Use of the App

1. The App constitutes an electronic service within the meaning of applicable laws, and these Terms and Conditions set out the terms governing the provision of such service.
2. Use of the App requires the creation of an Account.
3. The minimum technical requirements necessary for the use of the App are:
 - 1) a device with Internet access supporting iOS version 18.2 or later, or Android version 8.0 (API level 26) or later;
 - 2) access to the Apple App Store or Google Play; and
 - 3) an active e-mail account.
4. LEAPR does not provide the technical conditions referred to in Section 5.3 above. The User shall bear all costs associated with obtaining and maintaining such technical conditions, including, in particular, Internet access costs.
5. The User is required to provide accurate and truthful information.
6. The User is responsible for maintaining the security and confidentiality of their login credentials.
7. The User shall be responsible for all activities carried out through their Account, whether or not such activities have been authorized by the User.
8. In the event of unauthorized access to the Account by a third party, the User shall promptly contact LEAPR at support@leapr.app so that appropriate measures may be taken. LEAPR shall not be liable for any loss or damage resulting from unauthorized access to an Account where such access arose as a consequence of the User's failure to maintain appropriate security measures.
9. The User shall use the App in accordance with these Terms and Conditions.
10. In particular, the following activities are prohibited:
 - 1) providing false information or impersonating any natural person;
 - 2) using the App if the User is under 16 years of age;

- 3) using the App for unlawful, dishonest, or harmful purposes;
 - 4) attempting to gain unauthorized access to any part of the App, its servers, or connected systems;
 - 5) using automated tools, bots, scrapers, or scripts to access or interact with the App without LEAPR's prior written consent;
 - 6) reverse engineering, decompiling, or disassembling any part of the App;
 - 7) transmitting viruses, malware, or malicious code;
 - 8) using the App in any manner that may damage, disable, overburden, disrupt, or impair its operation or interfere with other Users' access to the App.
11. LEAPR may monitor and verify the manner in which the App is used to the extent necessary to ensure security, compliance with these Terms and Conditions, and the prevention of abuse.
 12. If any of the above breaches are identified, LEAPR reserves the right to suspend or delete the User's Account.
 13. Without prejudice to the foregoing, the User is prohibited from providing unlawful content through the App. Upon receipt of an official notification or obtaining reliable knowledge that content provided by a User is unlawful, LEAPR may disable access to such unlawful content. LEAPR shall inform the User that access to the unlawful content has been restricted.
 14. When applying the measures referred to above, LEAPR shall act in a manner proportionate to the nature and severity of the infringement and, where reasonably possible, shall inform the User of the reasons for the measure taken and provide the User with an opportunity to submit explanations or appeal in accordance with the procedure set out in the Complaints section.
 15. LEAPR shall use reasonable efforts to ensure the continuous availability of the App. LEAPR shall not be liable for any temporary unavailability of the App resulting from circumstances beyond its reasonable control, including Internet network failures or failures of third-party service providers, nor for interruptions resulting from necessary maintenance work or updates; provided, however, that nothing in this provision shall limit or exclude LEAPR's liability towards consumers to the extent that such limitation or exclusion is prohibited by mandatory provisions of applicable law.
 16. LEAPR shall not be liable for difficulties in using, or inability to use, the App resulting from the malfunction of the User's devices or the User's failure to comply with the technical requirements specified in Section 5.3 above.

§ 6. Registration and Account

1. Access to most functionalities of the App requires the registration of an Account using an e-mail address and password, or authentication through Google or Apple sign-in services.
2. Users are prohibited from disclosing or making available their Account login credentials to any third party. Any use of a User's login credentials by a third party shall constitute a breach of these Terms and Conditions and shall entitle LEAPR to terminate the agreement with immediate effect.
3. Registration is completed through the registration form available upon downloading the App.

4. Registration requires acceptance of these Terms and Conditions.
5. Registration constitutes the conclusion of an agreement for the use of the App.
6. An Account enables the User to access the functionalities of the App made available by LEAPR in accordance with these Terms and Conditions and applicable law. An Account also enables participation in Challenges.
7. The User may update the information provided within the App at any time.
8. The User may discontinue use of the App at any time by deleting their Account within the App or by sending a request to support@leapr.app. The agreement shall terminate upon deletion of the Account, without prejudice to any rights or obligations of the parties arising prior to such deletion and any rights resulting from mandatory provisions of applicable law.
9. LEAPR may delete an Account in the event of a breach of these Terms and Conditions or where such action is required by applicable law. Where reasonably possible, LEAPR shall inform the User of the reason for deleting the Account.
10. Deletion of an Account results in the loss of access to the functionalities of the App, subject to any rights of the User arising under mandatory provisions of applicable law.
11. Personal data collected by LEAPR in connection with the use of the App shall be deleted in accordance with the rules set out in the Privacy Policy.

§ 7. Communication Between LEAPR and the User

1. LEAPR may contact the User regarding technical or organisational matters relating to the operation of the App or the Account, Account security, amendments to these Terms and Conditions, and the handling of inquiries, requests, or complaints.
2. Marketing communications may be sent to the User only where the User has provided their voluntary consent. Consent to receive marketing communications may be granted during the Account registration process by selecting the appropriate checkbox in the registration form within the App. Providing such consent is not a condition for creating an Account or using the functionalities of the App.
3. Consent to receive marketing communications may be withdrawn at any time by:
 - 1) clicking the "Unsubscribe" link included at the bottom of each marketing message sent to the User; or
 - 2) contacting LEAPR at privacy@leapr.app.
4. Withdrawal of consent shall not affect the lawfulness of any marketing communications sent prior to such withdrawal.
5. The App may request the User's consent to receive push notifications on the User's device, including notifications intended to remind Users about streaks and to deliver re-engagement messages. Consent to receive push notifications is optional and is not required in order to use the App. The User may withdraw such consent at any time through their device notification settings. Withdrawal of consent shall not affect the User's ability to access and use their Account or any subscription purchased by the User.

§ 8. Subscriptions and Billing

1. The App may be used under one of the following subscription plans:

- 1) Free Plan – a permanent, free-of-charge plan offering a defined set of functionalities. Access to the Free Plan does not require any payment from the User;
 - 2) LEAPR Pro Subscription – unlocks the full range of functionalities available within the App and is offered as a recurring monthly or annual subscription. Current prices (inclusive of VAT) are displayed within the App at the time of purchase and on the website at leapr.app.
2. The prices displayed for a given LEAPR Pro subscription period within the App at the time of purchase shall be final and binding.
 3. Payments within the App may be made through the payment provider selected by the User, namely Apple Pay or Google Pay (collectively, the "Payment Providers"). The User acknowledges that the terms and conditions governing payments processed through a Payment Provider shall be determined by that Payment Provider in accordance with its own policies, over which LEAPR has no control.
 4. LEAPR reserves the right to offer promotional pricing, discounts, and, in certain cases determined by LEAPR, full exemption from payment of the LEAPR Pro subscription fee.
 5. LEAPR reserves the right to amend the pricing of the LEAPR Pro subscription, provided that the subscription price applicable to the User shall remain unchanged for the duration of the subscription term for which the User has entered into the agreement.
 6. Prior to any subscription price change taking effect, LEAPR shall notify Users by displaying information within the App and by sending an e-mail notification to the address associated with the User's Account.
 7. The LEAPR Pro Subscription renews automatically at the end of each billing cycle (monthly or annually) at the then-current subscription price unless cancelled by the User before the renewal date. By subscribing, the User authorizes LEAPR or the relevant Payment Provider to charge the subscription fee on a recurring basis using the payment method selected by the User until the subscription is cancelled.
 8. The User may cancel the LEAPR Pro Subscription at any time through the following channels, depending on the operating system and payment method used:
 - 1) iOS: Settings → [User's Name] → Subscriptions → LEAPR → "Cancel Subscription";
 - 2) Android: Google Play → Payments & Subscriptions → Subscriptions → LEAPR → Cancel Subscription.
 9. Cancellation of the subscription shall become effective on the first day following the end of the current billing period (monthly or annual). Until that time, the User shall retain access to LEAPR Pro functionalities.
 10. Deleting the App from a mobile device does not result in cancellation of the subscription. To effectively cancel a subscription, the User must follow the procedure described in Section 8.8 above.
 11. If the User discontinues use of the App after commencing use thereof, for reasons attributable to the User, any fees paid for the unused portion of the LEAPR Pro subscription period shall be non-refundable.

§ 9. Complaints

1. The User may submit a complaint concerning the App within no more than fourteen (14) days from the date on which the User became aware of the circumstances giving rise to the complaint.
2. A complaint should include at least: information enabling identification of the User (for example, the e-mail address associated with the Account), a description of the issue, and, where applicable, the remedy sought by the User.
3. Complaints that do not include the information specified in Section 9.2 above or that are submitted after the deadline referred to in Section 9.1 above shall not be considered.
4. Complaints may be submitted electronically to support@leapr.app or through any other communication channel made available by LEAPR (such as a contact form).
5. Complaints may also be submitted in writing to LEAPR's registered office address specified in Section 2.2 of these Terms and Conditions.
6. To the extent that the App constitutes a digital service provided to consumers, LEAPR's liability for conformity of the App with the agreement, and the consumer's remedies in the event of non-conformity, shall be governed by mandatory provisions of applicable law, including, in particular, the Polish Consumer Rights Act.
7. LEAPR shall review and respond to a complaint within fourteen (14) days of its receipt and shall inform the User of the outcome and any further steps. If LEAPR fails to respond to the complaint within fourteen (14) days, the complaint shall be deemed accepted.
8. Responses to complaints shall be provided electronically, unless the User has requested written correspondence.
9. A User acting as a consumer may make use of out-of-court complaint and redress mechanisms (including mediation or arbitration) in accordance with applicable laws. Information regarding such procedures may be obtained, among others, from municipal or district consumer ombudsmen and from the Polish Office of Competition and Consumer Protection (UOKiK).

§ 10. Refunds and Right of Withdrawal

1. LEAPR does not provide refunds of subscription fees, except in the cases set out in Section 10.6 below and where required under mandatory provisions of applicable law. For purchases made through the Apple App Store or Google Play, refunds are subject to the respective refund policies of those platforms, which are outside LEAPR's control.
2. A User who purchases a subscription has the right to withdraw from the agreement for the provision of digital services within fourteen (14) days from the date of conclusion of the agreement, without stating any reason, subject to the provisions of Section 10.4. The User may exercise the right of withdrawal by contacting LEAPR at privacy@leapr.app.
3. A User who has entered into an agreement for the use of the App shall not have the right to withdraw from the agreement if the User has consented to the commencement of service provision by LEAPR before the expiry of the withdrawal period referred to in Section 10.2 above.
4. Where the User requests immediate commencement of the subscription service (i.e. elects to gain access to LEAPR Pro functionalities before expiry of the 14-day withdrawal period), the User shall, at the time of purchase, be required to expressly acknowledge that:

- 1) the provision of the service has commenced at the User's request; and
- 2) the User understands that, by requesting immediate commencement of the service, they lose their right of withdrawal with respect to the portion of the service already performed. Such acknowledgement shall be presented as a separate and explicit step prior to completion of the purchase.
5. To meet the withdrawal deadline referred to in Section 10.2 above, it is sufficient for the User to send LEAPR a notice concerning the exercise of the right of withdrawal before the expiry of the applicable withdrawal period.
6. In the event of a valid withdrawal from the agreement, LEAPR shall reimburse the User for all payments received from the User without undue delay and, in any event, no later than fourteen (14) days from the date on which LEAPR receives the User's notice of withdrawal.
7. Any reimbursement shall be made using the same payment method used by the User for the original transaction, unless the User has expressly agreed to a different method.

§ 11. Voluntary Assumption of Risk

1. By using the App and choosing to attempt a Challenge, the User voluntarily:
 - 1) acknowledges and accepts that all real-world social interactions involve inherent, unpredictable, and uncontrollable risks, including, without limitation:
 - i. physical contact with third parties or physical injury caused by independently acting third parties;
 - ii. emotional discomfort, embarrassment, anxiety, rejection, or distress;
 - iii. unexpected, hostile, or aggressive reactions from other persons;
 - iv. unwanted public attention or exposure;
 - v. social or reputational consequences; and
 - vi. any other emotional, social, physical, or psychological consequences.
 - 2) acknowledges that the User engages with the App freely and voluntarily. Any decision to attempt a Challenge is made by the User independently, freely, and voluntarily, based on their own assessment and judgment. The User knowingly, voluntarily, and expressly assumes all risks arising from their independent decision to act upon any Challenge, suggestion, or prompt presented by the App, regardless of whether such risks could reasonably have been foreseen at the time the action was undertaken.
 - 3) acknowledges and agrees that the User bears sole and exclusive responsibility for their own conduct, personal safety, and all consequences arising from their actions while attempting a Challenge, including responsibility for ensuring that the User's actions:
 - i. comply with applicable laws and accepted standards of social conduct;
 - ii. respect the rights, safety, dignity, and well-being of third parties; and
 - iii. are appropriate in light of the User's physical and mental condition at the relevant time.
2. The User acknowledges and agrees that LEAPR makes no representations, warranties, or guarantees that use of the App or participation in Challenges will result in any specific

outcome, including improved self-confidence, enhanced social skills, improved mental well-being, or any other personal development outcome.

§ 12. LEAPR's Liability

3. LEAPR represents that the App has been developed and is maintained in accordance with LEAPR's best knowledge and with due professional care.
4. The App is educational in nature and has been created to support Users in their personal development. LEAPR does not warrant or guarantee that use of the App will result in any positive personal development outcomes and shall not be liable for any perceived lack of improvement or deterioration in a User's personal development, confidence, social skills, or well-being.
5. The User acknowledges that neither the Challenges nor any other content made available through the App constitute instructions, directives, recommendations, or advice regarding any course of conduct or behaviour.
6. While LEAPR seeks to provide a safe environment for its Users, Users remain solely responsible for their interactions with other Users and third parties. LEAPR shall not be liable for the conduct of Users, whether within or outside the App. By accepting these Terms and Conditions, the User agrees to exercise appropriate caution in all interactions with other Users and third parties, particularly when undertaking Challenges.
7. By accepting these Terms and Conditions, the User acknowledges and agrees that use of the App and any activities undertaken in connection with the App and the completion of Challenges are performed at the User's own risk, and that the User bears sole responsibility for any injuries, losses, damages, costs, or liabilities arising therefrom.
8. In particular, LEAPR shall not be liable for any loss or damage suffered by a User as a result of using the App contrary to its intended purpose or in breach of these Terms and Conditions.

§ 13. Intellectual Property

1. To the extent that the App and the materials made available therein, including in particular the Challenges, Challenge descriptions, quizzes and surveys, graphics, user interface elements, and software, constitute works protected under Article 1 of the Polish Copyright and Related Rights Act of 4 February 1994 (the "**Copyright Act**"), such works shall be protected in accordance with applicable intellectual property laws.
2. All rights in and to the works made available through the App are vested in LEAPR or the relevant third-party rights holders. Where such rights are owned by third parties, LEAPR holds the necessary rights, licences, or authorisations to use and make such works available through the App.
3. By using the App or any materials available therein, the User does not acquire any ownership rights, intellectual property rights, or licence rights in respect of such works, except as expressly provided in these Terms and Conditions or under mandatory provisions of applicable law.
4. Unless otherwise permitted by applicable law or expressly authorized in writing by LEAPR, the User may use the App and the works contained therein solely within the scope of permitted use provided for under the Copyright Act. In particular, the User shall not reproduce, copy, modify, adapt, distribute, publicly display, publicly communicate, make available, or otherwise

exploit the App, any part thereof, or any works contained therein, except where such actions are expressly permitted by applicable law.

§ 14. Personal Data

1. LEAPR is the controller of the User's personal data.
2. Personal data is processed for the purposes specified in detail in the Privacy Policy.
3. The User is entitled to exercise the rights relating to the processing of personal data, including, in particular, the right of access to personal data, the right to rectification, erasure, restriction of processing, data portability, and the right to object to processing, as well as the right to lodge a complaint with the President of the Polish Personal Data Protection Office (*Prezes Urzędu Ochrony Danych Osobowych*), all in accordance with the Privacy Policy and applicable laws.

§ 15. Final Provisions

1. These Terms and Conditions shall enter into force on 27 August 2026.
2. LEAPR may amend these Terms and Conditions only for valid reasons, including in particular:
 - 1) changes in applicable laws or regulations;
 - 2) changes to the scope or manner of provision of the services;
 - 3) the need to remedy errors, defects, or irregularities;
 - 4) the need to ensure the security of the App;
 - 5) the introduction of new functionalities; or
 - 6) changes to technical processes or infrastructure.
3. Users shall be notified of any amendments to these Terms and Conditions in advance by means of a notice displayed within the App and by e-mail sent to the address provided by the User, no later than fourteen (14) days before the planned effective date of the amendments, unless a shorter notice period is permitted under mandatory provisions of applicable law.
4. If the User does not accept the amendments to these Terms and Conditions, the User may, before the amendments take effect, discontinue use of the App and terminate the agreement in accordance with Section 6. Continued use of the App after the amendments become effective shall constitute acceptance of the amended Terms and Conditions.
5. These Terms and Conditions shall be governed by and construed in accordance with the laws of Poland. In matters not expressly regulated herein, the relevant provisions of Polish law shall apply, including in particular the Polish Civil Code and the Polish Consumer Rights Act. Nothing in these Terms and Conditions shall deprive the User of the protection afforded by mandatory provisions of the law of the country in which the User has their habitual residence, where such protection cannot be excluded by agreement.
6. If any provision of these Terms and Conditions is held by a competent court to be invalid, unlawful, or unenforceable, such provision shall be deemed severable and shall not affect the validity, legality, or enforceability of the remaining provisions. In such event, LEAPR shall amend these Terms and Conditions to the extent necessary to ensure compliance with applicable law.

