

RelineAI

Terms and Conditions of Electronic Services

Effective as of 31.03.2026

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Introduction

In accordance with the provisions of the Act of July 18, 2002, on the provision of services by electronic means (Journal of Laws 2024.1513, consolidated text of October 14, 2024), Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Official Journal of the EU L No. 119, p. 1), hereinafter referred to as the GDPR, and the Act of July 12, 2024, on Electronic Communications Law, the Service Provider introduces these Terms and Conditions, which specify, in particular, the types and scope of services provided electronically, the conditions for providing these services, including technical requirements and prohibitions on providing unlawful content, the conditions for concluding and terminating agreements for the provision of services by electronic means, and the procedure for handling complaints.

1. General Provisions

Definitions of terms used in the Terms and Conditions:

1. **Service Provider** – RelineAI Spółka z ograniczoną odpowiedzialnością, with its registered office at ul. Ignacego Mościckiego 1, 24-110 Puławy, entered into the Register of Entrepreneurs maintained by the District Court Lublin-Wschód in Lublin with its seat in Świdnik, VI Commercial Division of the National Court Register, under KRS number: 0001174513 (hereinafter referred to as "**Provider**"). Contact: the User may contact the Service Provider:
 - Via email at: contact@relineai.com, and
 - Via traditional mail at: ul. Ignacego Mościckiego 1, 24-110 Puławy.
2. **Website** – The Service Provider's website where Services are provided: <https://reline.ai>
3. **Service** – A service provided electronically, performed by sending and receiving data through information and communication systems, at the individual request of the Service Recipient, without the simultaneous presence of the parties, with the data transmitted via public networks (Internet). The Service Provider offers the following services:
 - "Newsletter" Service,
 - Contact Form,
 - Webinar,
 - RelineAI Application.
4. **Service Recipient** – Any entity using the Service Provider's Services, being a party to an agreement for the provision of services by electronic means, who, by using the Services, undertakes to comply with these Terms and Conditions and accepts their content (hereinafter referred to as "**Recipient**").

2. Newsletter

1. The Administrator provides the Newsletter service electronically.
2. The Newsletter service consists of sending information about offers, promotions, and events related to the Provider's activities to the email address provided by the User. The Administrator notes that the Newsletter will not be sent at regular intervals (e.g., monthly); the sending of the Newsletter will depend on the promotional activities undertaken by the Provider and will be irregular.
3. The Newsletter is a Service directed to the email address specified by the Recipient.
4. The Service is provided free of charge for an indefinite period until the consent is withdrawn or until the Service Provider ceases to issue the Newsletter.
5. The Recipient consents to receiving the Newsletter by providing a dedicated email address for this purpose. Consent to receive commercial information from the Provider via electronic communication means, in accordance with Article 6(1)(f) of the GDPR in conjunction with Article 398 of the Electronic Communications Law, constitutes the legal basis for the Provider to provide the Newsletter.

6. The Recipient may unsubscribe from the Newsletter service at any time. To unsubscribe, the Recipient should send a request to the Provider at the email address: contact@relineai.com
7. Unsubscribing is equivalent to terminating the agreement for the provision of electronic services related to the Newsletter.

3. Contact Form

1. The Provider provides a service consisting of responding to questions related to services, support, cooperation terms, including inquiries about pricing, etc.
2. Questions can be submitted via the Contact Form, for which the following information is required:
 - first name (mandatory),
 - company name,
 - message content

and the selection of communication channels, i.e.:

- email address and/or
 - phone number, followed by:
 - acceptance of the Privacy Policy and the Terms and Conditions of Electronic Services,
 - clicking the "Send Message" button.
3. The Provider will make every effort to respond to the inquiry within no more than 48 hours, excluding public holidays and Saturdays.

4. Webinars

1. The webinar and online service is conducted in the form of expert lectures.
2. Webinars are free of charge.
3. Participation in a webinar requires registration and providing an email address in a dedicated form to enable the sharing of the webinar link.

5. RelineAI Application

1. The RelineAI Application is a cloud-based Software-as-a-Service (SaaS) platform for automated retail store layout generation. The Application enables users to create, optimize, and manage retail space layouts using advanced algorithmic design tools, facilitating efficient store planning and configuration for retail chains and enterprises.
2. The core functionality of the RelineAI Application includes, but is not limited to:
 - Automated generation of retail store floor plans and layout proposals;
 - Configuration and management of store-specific design standards, libraries, and rules;

- Export of project outputs in industry-standard formats including DWG, DXF, PDF, and CSV;
3. The detailed terms of use for the RelineAI Application service, including subscription terms, service levels, and commercial conditions, are governed by the [RelineAI Application Terms and Conditions](#).
 4. Service availability targets and service level commitments for the RelineAI Application are specified in the Application Terms and Conditions. The Provider shall use commercially reasonable efforts to maintain the availability and performance of the Application in accordance with those terms.

6. Obligations of the Recipient

1. The Recipient is prohibited from providing content of an unlawful nature.
2. The Recipient is obligated to use the Provider's Website and offered Services in a manner consistent with applicable law, good practices, using accurate data, and in a way that does not violate the provisions of these Terms and Conditions.
3. The Recipient is obligated to maintain confidentiality and not disclose to third parties any information obtained in connection with the provision of Services by the Provider, including commercial, organizational, technological, or financial information.

7. Complaint Procedure

1. The Provider exercises due diligence to ensure that the Services provided are performed in accordance with these Terms and Conditions, applicable law, and appropriate information security principles.
2. Complaints related to the provision of Services or the functioning of the Website may be submitted in writing to the Provider's address or electronically via email to the Provider's email address.
3. A complaint should include details regarding the circumstances of the complaint, in particular the type and date of the irregularity, the Recipient's request, and their contact details.
4. The Recipient is obligated to submit a complaint within 14 days from the date of the irregularity. This deadline is without prejudice to any mandatory consumer protection periods under applicable law, including but not limited to rights under Regulation (EU) 2016/679 (GDPR), the EU Consumer Rights Directive (2011/83/EU), or any implementing national legislation that may provide for longer complaint or claims periods.
5. The Provider reviews complaints promptly, no later than within 14 days from the date of receipt. If the complaint cannot be resolved within this period, the Provider will notify the complainant of the reasons for the delay and the expected necessary time for resolving the complaint within this timeframe.

8. Technical Requirements Necessary for Cooperation with the Information and Communication System Used by the Service Provider

1. The technical requirements necessary for using the Provider's Website include access to the Internet, a device enabling its use, such as a computer, laptop, or other mobile device with a web browser, access to an email account and a properly configured email account, and a current version of one of the following supported web browsers:
 - Mozilla Firefox (current version),
 - Google Chrome (current version),
 - Microsoft Edge (current version).

The web browser must support cookies and JavaScript.

2. Using the Services on the Internet, despite the Provider's application of security measures aimed at preventing or significantly hindering system breaches, may involve the risk of unwanted infection of the IT system by malicious software. Therefore, the Recipient is advised to additionally use updated antivirus software and implement an appropriate system firewall.

9. Rules for Processing Personal Data in Connection with the Provision of Services

1. The Provider provides services electronically in accordance with these Terms and Conditions.
2. The rules for processing personal data in connection with the provision of Services are specified in the Privacy Policy document available at <https://reline.ai/privacy-policy>.
3. Where the Provider processes personal data on behalf of a Recipient in the context of the RelineAI Application or other Services, such processing shall be governed by a separate Data Processing Agreement (DPA), concluded between the Provider and the Recipient in accordance with Article 28 of the GDPR. The DPA specifies the scope, nature, and purpose of processing, technical and organizational measures, sub-processor management, and data subject rights. Clients may request a copy of the DPA by contacting the Provider at contact@relineai.com.

10. Data Portability Rights

1. In accordance with Article 20 of the GDPR, Recipients who are data subjects have the right to receive their personal data, which they have provided to the Provider, in a structured, commonly used, and machine-readable format.
2. Recipients have the right to transmit such data to another controller without hindrance from the Provider, where the processing is based on consent or on a contract, and the processing is carried out by automated means.

3. To exercise data portability rights, the Recipient should submit a request to the Provider at contact@relineai.com. The Provider will fulfill such requests without undue delay and in any event within one month of receipt.

11. Data Export Rights Upon Service Termination

1. Upon termination or expiration of any agreement for the provision of Services, the Recipient shall have the right to request an export of their data held by the Provider in connection with the Services.
2. For the RelineAI Application, data export shall be available in industry-standard formats, including but not limited to DXF, DWG, JSON, and CSV, as applicable to the nature of the data.
3. The Provider shall make the data available for export for a period of thirty (30) days following the effective date of termination or expiration of the agreement. During this period, the Provider may offer migration support at mutually agreed rates.
4. After the thirty (30) day export period and confirmation by the Recipient that the export has been completed (or upon expiry of the export period without a request), the Provider shall permanently delete the Recipient's data in accordance with its data retention policies and applicable law.
5. For Newsletter and Contact Form services, the Recipient may request deletion of their personal data at any time in accordance with the Privacy Policy.

12. Transitional and Final Provisions

1. The Provider reserves the right to unilaterally amend the Terms and Conditions for important reasons, in particular changes in legal provisions to the extent that such changes affect the implementation of the provisions of these Terms and Conditions.
2. Amendments take effect upon the publication of the revised text of the Terms and Conditions on the Internet on the Provider's Website.
3. The Provider has the right to temporarily suspend or limit the provision of Services in special cases affecting the security or stability of the Website or for necessary maintenance work, informing the Recipient in advance. In urgent cases, temporary suspension or limitation of Services may occur without prior notification to the Recipient.
4. If the Recipient uses the Services in a manner contrary to generally applicable law, good practices, or the provisions of these Terms and Conditions, including by providing unlawful, false, vulgar content, or content that infringes the rights of third parties, copyrights, intellectual property, or generally accepted social norms to or through the Provider's Website, the Provider has the right to remove such content, terminate the agreement for the provision of Services, and take actions provided for by law.

Service Provider Information

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