LIGHTWARE
Gizella 51-57, Budapest H-1143, Hungary
+36 1 255 3800
sales@lightware.com

# Terms & Conditions
## UX/UI, Customer & User Research

Effective Date: March 26, 2026

## 1. General Provisions

**1.1 Information and Contact**
Company name: Lightware Visual Engineering Plc.
Registered seat: H-1143 Budapest, Gizella út 51–57., Hungary
Company registration no.: 01-10-141938

(hereinafter: "Lightware")

**1.2 Contact details:**
Phone: +36 1 255 3800
E-mail: sales@lightware.com

## 2. Introduction

Lightware designs, develops and integrates audiovisual systems and solutions for its Customers and conducts research activities to better understand users and improve its products and services (hereinafter: "Research").

Such Research may include UI/UX research, usability testing, interviews, and other activities based on information and opinions shared by individuals participating in such Research (hereinafter: "Participant").

Lightware selects Participants for a particular Research project from among individuals registered through recruitment channels or from among its Customers.

The Research may be conducted by employees of Lightware or its appointed subcontractors (hereinafter: "Researcher"), who are responsible for coordinating and conducting the Research and evaluating the results.

Lightware shall enter into a contractual relationship with Participant in connection with the Research pursuant to this Agreement (hereinafter: "Agreement"). Please read this Agreement carefully.

## 3. Agreement Process

The process of entering into this Agreement begins when Participant responds to an invitation, advertisement, or other recruitment activity, or otherwise indicates their intention to participate in the Research.

Participant may express interest in participating by completing a registration or recruitment form and providing the requested information.

Completion of such form does not establish a contractual relationship.

A contractual relationship shall only be established if Lightware selects Participant for a specific Research and Participant confirms participation and accepts the terms of this Agreement and any related documents (including data processing and confidentiality declarations, if required).

## 4. Entry into Database

By completing a registration form or otherwise providing data, Participant indicates their willingness to participate in present or future Research.

This does not create a contractual relationship.

If Lightware selects Participant for a specific Research and Participant confirms participation, a contractual relationship shall be established under this Agreement.

Participation is subject to acceptance of the applicable Privacy Notice.

## 5. Rights and Obligations of Participant

**5.1 Providing Information**

Participant is required to provide true, accurate, and complete information during the application and participation process.

Lightware shall not be liable for any damages resulting from false or misleading information provided by Participant.

### 5.2 Communication Requirements

Participant declares that they possess the necessary communication and language skills required to participate in the Research.

If Participant does not possess the required skills, Lightware may exclude Participant from the Research.

Participant shall be solely liable for any damages resulting from such exclusion.

### 5.3 Technical and Material Conditions

Lightware shall inform Participant of the technical and material conditions required for participation.

In case of online Research, Participant shall ensure:

Adequate internet connection
Suitable device
Functional audio and video capabilities

If Participant fails to meet these conditions, Lightware may exclude Participant from the Research.

### 5.4 Attendance at Specified Time and Place

Participant is required to attend the Research at the agreed time and place or join via the provided online link.

Participant may cancel or reschedule up to two (2) times with prior notice.

Lightware is not obligated to provide a new appointment.

If Participant fails to attend or repeatedly reschedules, Lightware may exclude Participant from the Research.

In such cases, Participant shall not be entitled to any compensation.

### 5.5 Recess and Withdrawal

Participant may request a recess during the Research up to two (2) times.

Participant may withdraw from participation at any stage.

In such cases, Participant shall not be entitled to compensation, if applicable.

### 5.6 Cooperativity

Participant shall demonstrate cooperative behavior and act in good faith.

Participant shall not hinder or prevent the Research.

If Participant fails to comply, Lightware may suspend or terminate participation without compensation.

## 6. Rights and Obligations of Lightware

### 6.1 Compensation

Lightware may provide compensation at its discretion.

Participant shall be informed of the form and conditions of compensation.

Any tax obligations shall be borne by Participant.

Compensation is payable only upon successful completion of the Research.

Lightware shall not be obligated to provide compensation if Participant breaches this Agreement.

### 6.2 Data Protection

Lightware shall process personal data in accordance with applicable laws and its Privacy Notice.

Participation is conditional upon acceptance of the Privacy Notice.

### 6.3 Recess and Suspension

Lightware may take one (1) recess during the Research.

Lightware may suspend the Research and reschedule if necessary.

### 6.4 Research Termination

Lightware may terminate the Research at any time without explanation.

If compensation was agreed, it is only payable to Participants who successfully completed the Research.

Lightware shall not be liable for failures beyond its control.

## 7. Confidentiality

This Agreement and all information disclosed during the Research relating to Lightware or its Clients shall constitute confidential information and trade secrets.

Participant shall:

- Keep such information strictly confidential
- Not disclose, publish, or use such information

This obligation:

- Applies indefinitely
- Survives termination

Participant shall be liable for damages resulting from breach of confidentiality.

## 8. Intellectual Property

All products, systems, services, materials, and information used or presented during the Research are the intellectual property of Lightware or its Clients.

Participant is granted a limited, non-transferable right to use such materials solely for the purpose of participating in the Research.

Participant shall not:

- Copy
- Modify
- Reverse engineer

Distribute

## 9. Participant Contributions and Use of Input

Participant acknowledges and agrees that during the Research they may provide ideas, feedback, suggestions, concepts, opinions, or other input (hereinafter: "Participant Input").

Participant expressly agrees that:

- All Participant Input is provided voluntarily and without expectation of compensation beyond any agreed Research compensation
- Participant Input shall not be considered confidential information of the Participant
- Participant Input shall not be subject to any restriction on use by Lightware, including under any confidentiality or non-disclosure agreement between the Parties

Lightware shall be entitled to:

- Freely use, reproduce, modify, adapt, and incorporate Participant Input into its products, services, and business activities
- Use Participant Input for any purpose, including commercial purposes, without limitation in time or geography

Participant acknowledges and agrees that:

- Any products, services, features, improvements, or developments created based on or inspired by Participant Input shall be the exclusive property of Lightware
- Participant shall have no rights, title, or claims (including intellectual property rights or compensation claims) in relation to such outputs

For the avoidance of doubt:

- The confidentiality obligations set out in Section 7 apply exclusively to information disclosed by Lightware or its Clients
- Such confidentiality obligations shall not limit or restrict Lightware's rights to use Participant Input as set out in this Section

## 10. Termination of Agreement

This Agreement shall enter into force upon acceptance by Participant.

The Agreement may be terminated by:

- Mutual agreement
- Withdrawal
- Immediate termination for breach

Lightware may terminate the Agreement if:

- Participant provides false information
- Participant fails to meet requirements
- Participant breaches Sections 5, 7, 8, or 9

Sections 7, 8, and 9 shall survive termination indefinitely.

## 11. Closing Provisions

If any provision is invalid, the remaining provisions shall remain in effect.

This Agreement constitutes the entire agreement between the Parties.

Disputes shall be governed by Hungarian law and resolved by Hungarian courts.