Terms of Service of the Teorido app

Last updated: 26 September 2026

This translation is for information purposes only. In the event of any discrepancy, the Polish version of the document is binding.

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§ 1. General provisions

1. These terms of service (hereinafter: the **Terms**) set out the rules for using the **Teorido** app and the conditions for providing services by electronic means within the meaning of the Act of 18 July 2002 on the provision of electronic services (ustawa o świadczeniu usług drogą elektroniczną).
2. The service provider is **Łukasz Filbrandt**, conducting unregistered business activity, residing in Gdynia, address: ul. Generała Mariusza Zaruskiego 10a/24, 81-577 Gdynia (hereinafter: the **Service Provider**).
3. Contact with the Service Provider:
   - email: **kontakt@teorido.pl**: general matters, complaints, content reports,
   - email: **prywatnosc@teorido.pl**: matters concerning personal data,
   - in writing to the address given in paragraph 2.
4. The address **kontakt@teorido.pl** is also the point of contact for users and for the authorities of EU Member States within the meaning of Articles 11 and 12 of Regulation (EU) 2022/2065 (Digital Services Act). Contact is possible in Polish and English.
5. The Terms are made available free of charge before use of the App begins, on the website **teorido.pl/regulamin** and in the App, in a form that allows them to be downloaded, saved and printed.

§ 2. Definitions

1. **App**: the Teorido app for learning driving licence theory, available in a web browser at teorido.pl and as a mobile app for devices running iOS and Android.
2. **User**: a natural person using the App.
3. **Consumer**: a User who is a consumer within the meaning of Article 22^1 of the Civil Code (Kodeks cywilny).
4. **Anonymous Account**: an account created automatically when the App is launched for the first time, without providing an email address or any other identifying data.
5. **Account**: an account linked to an email address or a Google account (in the future also Apple), enabling progress to be synchronised between devices.
6. **Virtual Items**: gameplay elements in the App, in particular ‘bolts’, ‘fuel’, cars, paints, the streak and rewards for challenges.
7. **User Content**: information entered by the User and visible to other Users, in particular the first name and username.

§ 3. Types and scope of services

1. The Service Provider provides the following services free of charge:
    1. making available materials for learning driving licence theory for categories AM, A1, A2, A, B and T, including questions, lessons, tests and mock exams,
    2. maintaining the Anonymous Account and the Account, including saving and synchronising learning progress,
    3. social features for Users who have an Account: searching for friends by username, invitations, viewing the progress and statistics of friends, and challenges between friends,
    4. gameplay elements (Virtual Items, daily and weekly challenges).
2. The contract for the provision of services is concluded when use of the App begins and is concluded for an indefinite period.
3. The App is a supporting tool for learning. **The Service Provider does not guarantee passing the state driving licence exam.**
4. The App **is not an official app** of the Minister of Infrastructure, provincial road traffic centres or any other administrative authorities. The exam questions come from the question bank made available by the Minister of Infrastructure. The photos and videos for the questions come from materials of the Ministry of Infrastructure made available under the Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International licence (CC BY-NC-ND 4.0, creativecommons.org/licenses/by-nc-nd/4.0/deed.pl). Source: Ministry of Infrastructure.
5. The explanations for the questions are original content created by the Service Provider and are supplementary in nature. In the event of any discrepancy, the law and the official question bank prevail. The User may report an error to kontakt@teorido.pl.

§ 4. Technical requirements

1. To use the App, the following are necessary:
    1. a device with internet access,
    2. an up-to-date web browser (e.g. Chrome, Safari, Firefox, Edge) with JavaScript and the browser's local storage enabled, or a device running iOS or Android in the version specified on the App's page in the App Store or Google Play,
    3. when creating an Account: an active email address or a Google account.
2. The App uses a bot protection mechanism (Cloudflare Turnstile). In exceptional cases, it may require confirmation that the User is a human. Browser extensions that interfere with how the browser works may make this more difficult.

§ 5. Age of Users

1. The App may be used by persons who **have reached the age of 16**.
2. A User under the age of 18 declares that they use the App with the knowledge of a parent or legal guardian.
3. If the Service Provider obtains credible information that the App is being used by a person under the age of 16, it may delete that person's Account or Anonymous Account.

§ 6. Anonymous Account and Account

1. The Anonymous Account is created automatically. Progress saved on the Anonymous Account is linked to the device and the browser. Clearing the browser or app data may result in its loss.
2. The User may create an Account at any time by logging in with a code sent to their email address or via a Google account. When an Account is created for the first time, the progress from the Anonymous Account is retained. When logging in to an existing Account, the progress from the Anonymous Account on that device is not transferred.
3. When creating an Account, the User provides a **first name** and a **username**. The first name cannot be changed later. The username can be changed in the settings. The username must be unique and have at least 4 characters.
4. The first name and username are visible to other Users to the extent described in the Privacy Policy (friends and persons invited to be friends). The User should not include in them any data they do not wish to disclose.
5. The User is obliged to protect access to their email inbox and Google account which they use to log in to the Account.
6. **Deleting the Account:** The User may delete the Account at any time in the App (Settings). Deletion is irreversible and means the loss of progress and Virtual Items.
7. **Inactivity:**
    1. an Anonymous Account that has not been used for 90 days is deleted,
    2. an Account that has not been used for 2 years is deleted. The Service Provider sends a notice to the email address assigned to the Account 7 days before deletion. Using the Account before this period expires (logging in or opening the App on a device on which the User is logged in) prevents deletion.

§ 7. Rules of use and User Content

1. The User is obliged to use the App in accordance with the law, the Terms and good practice.
2. In particular, the following is prohibited:
    1. providing as a first name or username any content that is unlawful, offensive, vulgar, inciting hatred, impersonating other persons or institutions, or infringing the rights of third parties,
    2. interfering with the operation of the App, circumventing its security measures, or using bots, scripts or other automation tools,
    3. creating Accounts in order to obtain undue rewards, including in challenges between friends,
    4. obtaining data of other Users in a manner inconsistent with the purpose of the App.
3. **Moderation.** In the event of a breach of paragraph 2, the Service Provider may, depending on the severity of the breach:
    1. change the first name or username to a neutral one,
    2. revoke Virtual Items obtained as a result of the breach,
    3. temporarily block social features,
    4. block or delete the Account, in the case of serious or repeated breaches.

In doing so, the Service Provider uses an automatic filter of prohibited words as well as review carried out by a human.

4. The Service Provider informs the User of the application of a measure under paragraph 3 (in the App or by email, if known), together with a statement of reasons covering: the measure applied, the facts and circumstances, the basis (a provision of law or of the Terms), information on whether the decision was taken by automated means, and the available means of appeal.
5. The User may appeal against the decision within 6 months by writing to kontakt@teorido.pl. The Service Provider considers the appeal within 14 days. This does not exclude the right to pursue claims in court.
6. **Reporting content.** Anyone may report content they consider unlawful or incompatible with the Terms to kontakt@teorido.pl, stating: the content and the username, the reasons, their first name and email address (not applicable to reports concerning child sexual abuse) and a statement that they are acting in good faith. The Service Provider confirms receipt of the report and gives notice of its decision.

§ 8. Virtual Items

1. Virtual Items are used solely for gameplay in the App. **They have no monetary value**, and they cannot be exchanged for money, refunded or transferred to another Account.
2. The Service Provider may change the rules of the game (in particular the amount of rewards, the prices of Virtual Items in 'bolts', unlocking conditions and the content of challenges) in order to develop and balance it. Changes do not affect Virtual Items already obtained by the User, unless they were obtained in breach of the Terms or as a result of an error in the App.
3. Resetting progress in the App settings is irreversible.

§ 9. Intellectual property rights

1. The App, its appearance, mascots, graphics, the Teorido name and logo, and the explanations for the questions are protected by copyright or other rights held by the Service Provider.
2. The User may use the content of the App solely for their own use as part of learning. Copying, bulk downloading and distributing the content of the App without the Service Provider's consent is prohibited, except where permitted by law.
3. The content of the exam questions constitutes official material. The photos and videos for the questions are made available under the licence specified in § 3 paragraph 4. The Service Provider does not grant any additional rights to them.

§ 10. Risks associated with using electronic services

Using services provided by electronic means involves typical risks, such as malicious software, attempts to obtain data by deception (phishing), takeover of access to an email inbox or Google account, or unauthorised access to an unsecured device. The Service Provider **never asks anyone to pass on a login code**. The code from an email should be entered only in the App. It is recommended to use up-to-date software and to secure the device.

§ 11. Complaints

1. The User may submit a complaint concerning the operation of the App, including a lack of conformity of digital content or a digital service with the contract, to kontakt@teorido.pl or in writing to the Service Provider's address.
2. The complaint should include: an email address or username (if it concerns an Account), a description of the problem and the request. Missing information does not result in the complaint being rejected, but may extend the time needed to consider it.
3. The Service Provider considers a Consumer's complaint within **14 days** of receiving it and communicates the outcome by email.
4. The Consumer is entitled to the rights relating to a lack of conformity of digital content or a digital service with the contract, as set out in Chapter 5b of the Act of 30 May 2014 on consumer rights (ustawa o prawach konsumenta).

§ 12. Withdrawal from and termination of the contract

1. The Consumer may withdraw from the contract within 14 days of its conclusion without giving any reason, by submitting a statement to kontakt@teorido.pl or by deleting the Account or ceasing to use the App. Given the free-of-charge nature of the services, withdrawal does not involve any costs.
2. The User may terminate the contract at any time with immediate effect by deleting the Account or ceasing to use the Anonymous Account.
3. The Service Provider may terminate the contract with 14 days' notice for important reasons, i.e. if it ceases to provide the services in whole or in part, if there is a change in the law making their provision impossible, or following a decision of an authority. The Service Provider may terminate the contract without notice in the cases referred to in § 7 paragraph 3 point 4.

§ 13. Out-of-court dispute resolution

The Consumer may use out-of-court methods of handling complaints and pursuing claims, in particular the assistance of a municipal or district consumer ombudsman, consumer organisations and the permanent consumer arbitration court at the Provincial Inspector of Trade Inspection (Wojewódzki Inspektor Inspekcji Handlowej). Information is available on the website of the President of the Office of Competition and Consumer Protection, UOKiK (uokik.gov.pl).

§ 14. Personal data

The rules for processing personal data and for using device storage (cookies and similar technologies) are set out in the **Privacy Policy**, available at teorido.pl/prywatnosc and in the App.

§ 15. Changes to the Terms

1. The Service Provider may amend the Terms for important reasons, i.e.:
    1. a change in the law or the issuing of a decision, judgment or recommendation by a competent authority,
    2. the introduction of new features or services (including paid ones) or the modification or withdrawal of existing ones,

3. a change of the technologies or service suppliers necessary for the App to work,
4. the need to prevent abuse and ensure security,
5. a change in the Service Provider's details.

2. The Service Provider gives notice of an amendment in the App and, in the case of Users who have an Account, by email, at least **14 days** before it enters into force. A User who does not accept the changes may terminate the contract by deleting the Account before they enter into force.
3. The changes do not infringe rights acquired by the User before they enter into force.

§ 16. Final provisions

1. Polish law applies to the contract. The choice of law does not deprive the Consumer of the protection afforded to them under the mandatory provisions of the law of the country of their habitual residence.
2. Disputes are resolved by the court having jurisdiction under the provisions of the Code of Civil Procedure (Kodeks postępowania cywilnego).
3. These Terms enter into force on 26 September 2026.