

Terms of Service

Version of October 27, 2026

1. Provider and contact details

1. **MarketDrones** (the “**Service**”) is provided by **SentioLab spółka z ograniczoną odpowiedzialnością** (a Polish limited liability company), registered office: **Nowy Kiełbów 32, 26-806 Stara Błotnica, Poland**, entered in the Polish Register of Entrepreneurs under **KRS 0000495860**, tax ID **NIP 7010410720**, statistical number **REGON 147082076**, share capital **PLN 5,000** (the “**Provider**” or “**SentioLab**”). Correspondence address: **ul. Nowoursynowska 161 L, 02-787 Warszawa, Poland**.
2. Contact for the Service, complaints, billing and privacy enquiries: info@marketdrones.net. Website: <https://marketdrones.net/>.
3. These Terms govern the electronic provision of the Service, registration, free and paid access, management of Organisations, billing and termination. The Terms are made available free of charge before a contract is entered into, in a form that may be saved and reproduced.

2. Definitions and B2B nature

1. An “**Organisation**” is a business or other entity using MarketDrones in connection with its business or professional activities. A “**User**” is an individual using an account within an Organisation. An “**Organisation Administrator**” is a User authorised to manage the team, permissions and Organisation settings.
2. The “**Dashboard**” is the authenticated part of the Service. A “**Market**” is a separate monitoring segment offered under a plan or subscription. A “**Subscription**” is paid, renewable access to the agreed Markets and functions. A “**Free Period**” refers to the free beta, a trial or a promotion.
3. The Service is intended **exclusively for B2B use**. A registrant represents that they act in connection with the Organisation’s business. When placing a paid order, they confirm their authority to incur financial obligations on the Organisation’s behalf.
4. These Terms do not exclude any non-waivable rights granted by applicable law, including where certain self-employed individuals enjoy statutory protection.

3. Service scope and monitoring limitations

1. MarketDrones supports competitive intelligence across selected online markets. Depending on availability, it may cover public websites, brand communications, calculators and offer parameters, forms and application processes, consent language, terms and documents, technology and SEO, change history, rankings, anomalies, comparisons, alerts and reports.

2. The initial Service covers three **separately subscribable Markets: instalment loans, short-term/payday loans and loan comparison/portal websites**. The specific monitored brands, datasets and features may change under the applicable offer and Service-change rules.
3. Monitoring is automated, and its coverage and frequency can vary by source. The Provider **does not guarantee continuous monitoring, completeness or detection of every change**. Outages, blocking or changes to third-party websites may create gaps. The Provider is not required to send an individual notice of each missing measurement.
4. No detected change is not a guarantee that no change occurred. Information may be delayed, incomplete or require verification. The Provider is not responsible for third-party websites' content or operation.
5. The Service may use AI to classify observations, reduce noise, describe changes, group related observations into Change Stories and prepare reports. These materials are **analytical information**, not legal, financial or investment advice.
6. The Dashboard may present evidence of changes, including **before/after screenshots, relevant content excerpts and justified document copies**, with identification of the source and limited to what is needed to deliver the Service. This does not transfer any third-party rights.

4. Accounts, authentication and roles

1. Registration requires the details indicated in the form, acceptance of these Terms and verification of an email address. Authentication may use single-use email links or codes (magic links/OTP), which must not be shared.
2. Each User belongs to an Organisation. An Administrator may invite or remove Users, assign roles and manage permissions. Market access belongs to the Organisation according to its ordered plans.
3. An invitation link is valid for **14 days** from sending. Resending creates a new invitation link. Invitations may be cancelled earlier.
4. An Organisation Administrator may view a limited log of material administrative actions within their Organisation: the date, action and acting User. This does **not** include login history, IP addresses, analytics browsing or search histories of staff.
5. Users must supply accurate and current details, secure their email access and report suspected account compromise without undue delay.

5. Free access, promotions and one-time eligibility

1. During the public beta beginning **2 November 2026**, eligible Organisations may access **all three initial Markets** free of charge until **31 December 2026 inclusive**, regardless of the markets marked as of interest during registration.
2. An Organisation using the **MD2027** promotional code in accordance with the promotion terms may receive **60 days of free access from activation** instead of the standard beta end date. Free periods do not stack.

3. For Organisations registering from **1 January 2027**, the standard offer provides **30 days of free access**, unless another valid promotion applies. The relevant period and its end date are displayed upon activation.
4. A Free Period is generally available **once per User and Organisation**, regardless of the number of accounts or email addresses. Creating another account does not renew eligibility. The Provider may grant an additional free period at its discretion.
5. It is prohibited to circumvent free-access limits by repeatedly creating accounts, changing registration details or using nominally separate entities for the purpose of obtaining successive free periods. Acting for genuinely different, independent Organisations does not by itself establish abuse.
6. Where **objective circumstances reasonably indicate** possible abuse, the Provider may delay activation or temporarily restrict further free access while verifying the matter. Where abuse is **confirmed**, it may refuse further trials, terminate free access and block free accounts involved in the abuse.
7. These actions do **not automatically suspend a properly paid Subscription**. Users may request an explanation and review by writing to info@marketdrones.net. Confirmed abuse may be recorded in a minimal anti-abuse register **for 12 months from confirmation**, subject to necessity, proportionality and a valid legal basis, as explained in the Privacy Policy.
8. Free access requires no payment card and **does not automatically convert into a paid Subscription**. To obtain paid features after a Free Period, an authorised person must deliberately select a plan and billing period and provide invoice details.

6. Subscriptions, orders and prices

1. Before checkout, the Provider presents the available Markets and features, monthly or annual billing period where offered, price, currency, applicable tax information and promotional conditions. **Each Market may constitute a separate billable item.**
2. A paid contract is concluded upon confirmation of the order through the Dashboard flow. The Provider sends a record of the agreed terms by email. Renewals cover the same scope unless the parties agree otherwise.
3. Subscriptions **renew automatically for successive billing periods** until the Organisation cancels renewal or the contract ends under these Terms. Renewal **does not mean automatic charging of a payment card.**
4. An Organisation may cancel its next renewal **at any time before the next billing period begins**, through the Dashboard or by emailing info@marketdrones.net. Access continues until the end of the current paid period. Voluntary cancellation does not ordinarily entitle the Organisation to a pro-rata refund, without prejudice to statutory rights and the specific exceptions in these Terms.
5. Price changes require at least **30 days' advance notice** to Organisation Administrators and may take effect no earlier than the next billing period following that notice. The Organisation may cancel before the new price takes effect without an additional charge. The price for a period already paid cannot be unilaterally changed.
6. Prices may be adjusted for justified reasons, including changes in Service scope or costs, market conditions or legal or tax burdens. Individually agreed order terms prevail over general price listings where relevant.

7. Invoices, payment methods and overdue amounts

1. Invoices are issued in accordance with applicable law, **including through the Polish KSeF system where required**. An invoice or its visualisation/copy is made available through the Dashboard and email, as legally permitted. The standard payment period is **7 days**. Payment may be made by **ordinary bank transfer** or through an **online payment link** offered via a payment-service provider. MarketDrones does not require the storage of payment-card details.
2. If payment is not received by the 7-day due date, the Provider sends a reminder granting a further **7 days** to pay. If payment remains outstanding, the Provider may suspend paid features after notifying the Organisation.
3. Paid access may be restored after payment is recorded. If payment is still outstanding **30 days after suspension**, the Provider may terminate the Subscription and future renewals, with notice to Administrators. Existing payment obligations survive termination.
4. During restricted access, Users may access available account, subscription/reactivation and billing functions, but not paid analytics or reports.

8. Reports, alerts and communications

1. Weekly reports may be made available in the Dashboard and sent by email as PDF files. After access to a Market is activated, **weekly emailed reports are enabled by default for the Organisation Administrator**. Other Users opt in to reports individually. Each User may independently turn off emailed reports.
2. Email alerts are sent only after monitored brands and categories of changes have been configured. Administrators may set Organisation-wide monitored brands and default alert settings, but **cannot force a User to receive email notifications** that the User has disabled.
3. Account access, security, billing and requested report/alert messages form part of the Service. Promotional emails about MarketDrones and SentioLab require **separate, voluntary, unchecked-by-default consent**, which may be withdrawn in account settings or using a link in an email. Withdrawal of marketing consent does not stop essential service messages.
4. The Provider may use aggregated, **genuinely anonymous** statistics about MarketDrones' scale for Service development and promotion, without identifying specific clients.
5. Publishing an Organisation's name, logo or client status requires its **prior permission specifying the scope of use**. Publishing testimonials, endorsements or quotes – including anonymous ones – requires advance approval of the exact text, attribution and proposed context.

9. Intellectual property and reports

1. Rights to MarketDrones software, interface, methods, data structures, original analyses and databases remain with the Provider or their respective rightsholders. During valid access, the Organisation receives a non-exclusive, non-transferable right to use the Service within its purchased scope.

2. Delivered reports and analyses may be used **internally** and shared with authorised advisers or contractors acting for the Organisation who are bound by confidentiality. Public publication, resale, sublicensing and further distribution of MarketDrones materials require separate permission.
3. The Organisation retains a **perpetual right to internal use of lawfully received reports and analyses** after the Subscription ends, subject to paragraph 2. This does not extend to new data, renewed access to the Dashboard or the underlying monitoring database.
4. Third-party documents, screenshots and page excerpts may be protected by copyright, database rights or other rights. Presenting them as change evidence does not convey any third-party licence or permit further dissemination beyond applicable law. Source attribution alone is not a licence.
5. Any broader licence, including use by agencies or advisers when delivering services to their own clients, requires a separate agreement or express authorisation from the Provider.

10. Technical requirements, availability and changes

1. Users need internet access, an up-to-date browser supporting JavaScript and HTTPS, a working email account and, for certain materials, a PDF reader.
2. MarketDrones is supplied **without a guaranteed percentage-based SLA**. The Provider uses reasonable care to maintain continuity and security and address incidents. It may perform upgrades, maintenance and repairs.
3. The Provider emails Administrators about **material planned interruptions**, where practicable **at least 24 hours in advance**. Serious unplanned outages are communicated without undue delay where circumstances permit. Minor maintenance does not require separate emails.
4. The Provider may develop or modify the Service, including monitoring sources and features, and will give advance notice of material restrictions where feasible. **If the Provider materially reduces a paid Service without a reasonably comparable alternative**, the Organisation may terminate and receive a pro-rata refund for the unused paid period. Minor alterations, ordinary measurement inaccuracies or short disruptions that do not amount to material loss of contracted value do not automatically trigger this remedy.

11. Security and breaches of these Terms

1. Users must not submit misleading registration details, infringe third-party rights, access systems without authorisation, share access with unauthorised persons, bypass security controls, perform mass automated extraction outside supported features, disrupt the Service or evade limits on free access.
2. For **ordinary breaches**, the Provider will generally give a warning and a reasonable opportunity to remedy the issue. For serious, repeated or security-threatening breaches, it may **immediately restrict or suspend access**, including pending verification, where necessary and proportionate.
3. The Provider will explain the reason for a restriction and the available review route where security, law or other legitimate circumstances permit. Reinstatement depends on addressing the problem and the contractual terms.

4. Mere suspicion of repeated registration is not enough to classify abuse as confirmed. An entry in the confirmed-abuse register requires evaluation of available evidence and appropriate review by an authorised person.

12. Liability

1. MarketDrones is an analytical tool. The Provider does not guarantee error-free AI, detection of all changes, completeness of data or continuous access to third-party sources. Organisations should verify source information before important business decisions.
2. The Provider is responsible for due performance of its obligations under these Terms and applicable law. To the extent legally permitted, the Provider's **aggregate liability in damages in connection with paid Service** to an Organisation is limited to the value of **three months of the relevant Subscription**. For an annual fee this equals **one-quarter of the applicable annual Subscription fee**.
3. For claims relating solely to an Organisation's use of the **free beta, trial or promotional Service**, aggregate liability in damages is limited to **PLN 500 per Organisation**.
4. These are aggregate caps across claims, not caps per incident. They do not limit express contractual refunds or liability that cannot legally be excluded or limited, notably damage caused intentionally.

13. Complaints and support

1. Complaints may be submitted to info@marketdrones.net, with Organisation details, the issue and relevant circumstances. The Provider may request information needed to investigate.
2. The Provider responds within **14 calendar days of receipt**. For a complex case, it may extend the period to **30 calendar days**, giving the reasons and notifying the complainant during the initial 14 days.
3. Mandatory statutory rights and protections available to qualifying businesses take precedence over less favourable terms.

14. Cancellation, export and deletion

1. After a Subscription ends, the Organisation has restricted access for account, billing and possible reactivation functions. Organisation accounts and configuration data are generally retained for **90 days**, then deleted except where a legal obligation or another expressly justified exception applies.
2. The Provider emails Organisation Administrators **14 days before the 90-day deletion deadline**. This notice neither extends the retention period nor delays an earlier requested deletion.
3. An Organisation may request **prompt deletion of active account data** by contacting the Provider. This does not affect records required by law or a minimal confirmed-abuse record whose continued retention is lawfully justified. Backups rotate within **7 days**, and restored systems must honour earlier deletions.
4. On request, the Provider supplies an **export of the Organisation's own configuration and organisational data** in a standard format such as CSV or JSON within **14 days**. The request can be made during the 90-day restricted period while the data still exists. It does not automatically entitle the Organisation to the

complete proprietary MarketDrones monitoring database or third-party intellectual property; mandatory rights to data portability or switching remain unaffected.

5. Accounting and tax records are retained only for periods required by applicable law. The Privacy Policy describes personal-data retention, logs and confirmed-abuse records.

15. Changes to these Terms

1. The Provider may amend these Terms for justified reasons, including legal, security, technical, Service-scope or business-model changes.
2. Material amendments are communicated to Administrators by email **at least 30 days in advance**, stating their scope, reasons and effective date. The revised Terms will be available to save.
3. If a change materially worsens an already paid Service, the Organisation may terminate before the change becomes effective and obtain a **pro-rata refund for the unused paid period**. Purely editorial and urgent legally or security-mandated changes may take effect sooner, with appropriate notice in the circumstances.

16. Governing law, courts and language

1. These Terms and contracts are governed by **Polish law**, without prejudice to non-waivable legal protections.
2. To the extent legally permissible, B2B disputes are subject to the **Polish courts having subject-matter jurisdiction over the Provider's registered office**.
3. The Terms are provided in Polish and English. In the event of interpretative discrepancies and to the extent permitted by law, **the Polish version prevails**.