

WEBSITE DOCUMENTS

Website Terms of Use

Read the rules for using the information and features on the VigilHorizon website. This document governs the Website; commissioned services are agreed separately.

Draft for approval before publication

1. Service provider and scope

The Website is operated by VigilHorizon sp. z o.o., with its registered office in Poznań, at ul. 28 Czerwca 1956 r. 400, 61-441 Poznań, Poland; KRS: 0001207251, NIP: 7831942317, REGON: 543322810, referred to as "VigilHorizon" or "we". For enquiries about these Terms and use of the Website, contact privacy@vigilhorizon.pl or call the company's general number +48 61 648 88 00. Correspondence may also be sent to the address above.

These Terms govern use of the VigilHorizon website, its content and available features, collectively the "Website". They apply to every user. The Website primarily presents services for organisations, but this does not exclude the rights of consumers or other persons protected by applicable law.

2. What the Website provides

We provide free access to information about our services and service plans, educational materials, contact details, and the interfaces of a contact form and a needs questionnaire. The Website does not operate an online shop, process payments or provide user accounts, and does not allow users to publish their own content.

Access does not require purchasing services or agreeing to marketing. Users are responsible only for any connection or data charges under their agreement with their telecommunications provider. Informational materials help explain our services; they do not replace an assessment of a particular environment, individual advice or an agreed service scope.

3. Starting and ending use

The free service of providing content begins at the user's request when they open a page or feature and lasts for the duration of its use. It may be ended at any time by closing the page or leaving the feature, without notice or a fee. A form may be abandoned before it is submitted.

These Terms are available free of charge through the link in the footer. Their contents may be saved or printed using browser functions, and a copy may also be requested from us. Users are not bound by provisions that have not been made available to them as required by law.

4. Technical requirements and security

Use requires a device with an up-to-date web browser supporting HTML5 and CSS, and a connection that provides access to the Website. Interactive features, including menus and form handling, require JavaScript to be enabled. The local version is opened at the address supplied by the person running the preview. Email contact requires a working email account.

Internet use involves risks such as phishing, malware and information being intercepted on an unsecured device. We recommend keeping your operating system and browser updated, checking the website address and treating unexpected attachments with caution. Information about data and browser mechanisms is provided in the Privacy Policy.

5. Forms and contact

The contact form and needs questionnaire are used to send an enquiry to VigilHorizon. Required fields are indicated. Submission requires valid form information, acknowledgement of the personal data notice and ALTCHA anti-spam verification. Marketing consent is not required. If submission or verification is unavailable, use the general email address vigilhorizon@vigilhorizon.pl or the company's telephone number. A local installation without completed email configuration does not send messages and reports that sending is unavailable.

Messages are addressed to vigilhorizon@vigilhorizon.pl. Submission confirmation appears only after the mail server accepts the message; it does not mean that a staff member has read it, that inbox placement is guaranteed or that a contract has been concluded. On error, information remains in the form. Controls limiting automated and repeated submissions may temporarily block a further attempt; direct contact is recommended in that situation. Do not submit passwords, access keys, health information or materials requiring an agreed confidential channel.

6. Enquiries and service agreements

Browsing the Website, selecting a plan, completing the questionnaire or sending an ordinary enquiry do not, by themselves, place an order for a paid service, authorise access to systems or conclude a security services agreement. Service descriptions invite discussion about working together, unless a specific individual proposal expressly sets out binding terms.

The scope of work, authorisations, fees, timelines and service parameters, including any SLA, require separate agreement and the parties' corresponding declarations of intent. These Terms do not amend existing agreements. Contact is used to address the matter raised and does not constitute general consent to future marketing. General contact channels do not replace incident handling channels agreed with a client under their contract.

7. Lawful use

The Website must be used lawfully, for its intended purpose and with respect for others' rights. Information provided to us should relate to the matter for which the user is contacting VigilHorizon. Unlawful content must not be supplied, including content that infringes privacy, personal rights or intellectual property rights.

- Do not impersonate others or provide their information without appropriate authority.
- Do not send spam or malicious code, or deliberately disrupt the Website.
- Public access does not authorise penetration testing, attempts to bypass safeguards or load testing. Such activities require an agreed scope and prior authorisation.
- A suspected vulnerability may be reported by email with a description that does not put data or users at risk; submitting a report does not authorise further testing.

8. Rights in materials

Texts, graphics, names, logos and other Website elements may be legally protected. Rights belong to VigilHorizon or the relevant rights holders. Making a material available does not transfer intellectual property rights or authorise the use of marks in a way that suggests a partnership or endorsement.

Use within the limits of the law remains permitted, including quotation and other applicable statutory exceptions, with attribution of the author and source where required. No permission is needed for acts permitted by statute. Other uses requiring the rights holder's authorisation must be agreed with that rights holder.

9. Privacy and external links

The Privacy Policy explains personal data processing and provides information about cookies and similar mechanisms. These Terms do not replace that information or constitute blanket consent to data processing or the use of mechanisms requiring consent.

Links to LinkedIn, Facebook, X, Clutch and other external sources lead to separate websites. After following a link, the relevant operator's terms apply. Providing a link does not give us control over an external website or assure that its content will remain unchanged. This also applies to information and reviews published by third parties.

10. Website operation and responsibility

We take care to provide reliable information and keep the Website functioning correctly. Errors, technical interruptions or limitations resulting from updates may nevertheless occur. Problems may be reported using the contact details in these Terms. Articles relate to their stated context and date; their relevance to a particular situation should be checked before making decisions about your own infrastructure.

These Terms do not establish a guarantee of uninterrupted Website availability or of the effectiveness of a particular security solution. They do not restrict liability under mandatory law or liability for failure to perform obligations that we have validly undertaken. Rights under a separate agreement are preserved.

11. Reports and complaints

A complaint about the Website may be sent to privacy@vigilhorizon.pl or by post to the company's address; problems may also be reported by telephone. It is helpful to include a description, the page address, the approximate time of the issue and a means of replying. A screenshot may help but is not required. No particular form or information unnecessary for handling the matter is required.

We aim to respond within 14 days of receiving a complaint. Where applicable law imposes a mandatory deadline, method of response or consequences for missing the deadline, those rules apply; our operational target does not replace them. Where Article 7a of Poland's Consumer Rights Act applies, the response is provided within 14 days on paper or another durable medium, and failure to respond in time means the complaint is deemed accepted.

Making a complaint does not restrict the right to seek a remedy before a competent court. Information about consumer ombudsman assistance and out-of-court dispute resolution is available from UOKiK: Consumer assistance. Participation in a particular procedure is subject to the relevant law and the rules of that procedure.

12. Versions and preservation of rights

Document version: 18 October 2026. These Terms may be updated following changes in law, Website features or the service provider's details. A new version will be dated and made available before it applies. Changes govern future use, do not apply retroactively and do not amend accrued claims or separate agreements. A copy of an earlier version may be requested from us.

These Terms do not exclude the rights of consumers or of individual business operators who are granted specific consumer protections by law. They do not impose exclusive jurisdiction or a choice of law that deprives a user of mandatory protection. Matters not addressed here are governed by applicable law. The Polish and English versions are intended to communicate the same rules; any discrepancy will be clarified with due regard for the user's rights.

Legal basis and sources

Links lead to official publications. Read this document together with its version and status information.

[Polish Act on the Provision of Electronic Services - Articles 5-8 and 11](#)

[Polish Consumer Rights Act - updated text, Articles 3\(1\)\(11\), 7, 7a and 7aa](#)

[Polish Civil Code - Articles 60, 66, 71-72, 384 and 385¹-385⁵](#)

[Amendment to the Polish Civil Code and other acts - Journal of Laws 2025, item 1172](#)

[Polish Copyright and Related Rights Act - including Articles 23, 29 and 34-35](#)

[UOKiK - Consumer assistance](#)

[Regulation \(EU\) 2024/3228 - discontinuation of the ODR platform](#)

[Amendment to the Polish Act on the Provision of Electronic Services - Journal of Laws 2026, item 1296](#)

[Polish Commercial Companies Code - Article 206\(1\)](#)

[VigilHorizon Privacy Policy](#)