

ACCEPTABLE USE POLICY

Last updated: 30 January 2026

1. Purpose

This Acceptable Use Policy (“Policy”) defines the rules for using the website <https://lumiframe.eu> and the digital services provided by LUMIFRAME, UNIPESSOAL LDA (“Lumiframe”).

The purpose of this Policy is to ensure lawful, ethical, and secure use of the Website and to protect Lumiframe, its users, and third parties from harm or legal risk.

2. Scope

This Policy applies to:

- 1) all users of the Website;
- 2) all content uploaded, submitted, or processed through Lumiframe’s services;
- 3) all interactions with Lumiframe’s digital platforms.

3. Permitted Use

Users may use the Website and services only for:

- 1) lawful personal, commercial, or professional purposes;
- 2) uploading and processing content they own or are legally authorized to use;
- 3) activities that comply with applicable laws and these Policies.

4. Prohibited Content

Users must not upload, submit, request, or process any content that:

- 1) violates applicable laws or regulations;
- 2) infringes intellectual property rights, privacy rights, or publicity rights;
- 3) contains child sexual abuse material or exploits minors in any form;
- 4) promotes violence, terrorism, or criminal activity;
- 5) contains hate speech, harassment, or discrimination;
- 6) is pornographic, obscene, or sexually explicit where prohibited by law;
- 7) includes malware, malicious code, or harmful software;
- 8) is deceptive, fraudulent, or misleading.

5. User Responsibility

Users are solely responsible for:

- 1) the legality of the content they submit;
- 2) ensuring they have the necessary rights, licenses, or permissions;
- 3) compliance with copyright and data protection laws.

Lumiframe does not actively monitor uploaded content but reserves the right to review content where necessary.

6. Right to Refuse or Suspend Services

Lumiframe reserves the right, at its sole discretion, to:

- 1) refuse to process or remove prohibited content;
- 2) suspend or terminate access to services;
- 3) report unlawful content to relevant authorities where required by law.

No refunds will be issued for services refused or suspended due to violations of this Policy.

7. Reporting Violations

Suspected violations of this Policy may be reported to:

Email: compliance@lumiframe.eu

8. Limitation of Liability

Lumiframe shall not be liable for:

- 1) user-generated content;
- 2) damages arising from prohibited or unlawful use of the services;
- 3) actions taken in good faith to enforce this Policy.

9. Updates to This Policy

Lumiframe reserves the right to update this Policy at any time. The current version will always be published on the Website.