



1. Terms and conditions

General

This document governs the terms and general conditions of use of the lq-quest.com platform (hereinafter referred to as LQQ) owned by the company Bothmann & Lorré, Business Consulting, Lda. (hereinafter referred to as BLBC), a legal person with tax number 513 013 571.

The use of the LQQ platform assigns you the condition of Customer and implies your full and unreserved acceptance of all the provisions included in the General Conditions of Use as well as in the Privacy Policy in force each time you access the LQQ. If you do not fully accept any of the conditions, you must not access/use the LQQ.

If you do not fully accept any of the conditions, you must not access/use the LQQ. By consulting, using or downloading the content of the LQQ, you agree to comply with the conditions established in this document and the Privacy Policy.

BLBC is the entity responsible for the processing of personal data, the purpose of which is the performance of this contract.

In the event of infringement of these Terms and Conditions, BLBC reserves the right to take any action established in law. In addition, BLBC reserves the right, at its discretion, to terminate access to or use of the LQQ, with or without notice to the Customer.

It is the Customer's knowledge that the use of the LQQ, as happens with all internet sites, may not be 100% secure, so there is a possibility that the information sent/received will be intercepted by unauthorised parties. If such occurs, it cannot be imputed to BLBC.

The LQQ platform is only intended for persons of legal age and the Customer accepts that the LQQ may only be used by adult users with full contractual capacity and who, therefore, may be liable for commitments resulting from the purchase of the services.

BLBC reserves the right to change these General Conditions without prior notice.



About the service

The objective of the LQ-quest questionnaire is to calculate and provide various life experience indicators based on answers obtained from an unidentified subject.

The only data that can be considered personal are the indication of gender and age, which is certainly insufficient to characterise/ascertain the respondent's identification.

The use of our service does not require that the customer signs up, contracts or opens an account.

The Services may not be used by persons under 18 years of age.

When acquiring LQ-quest, the buyer takes on the obligation of prepayment, via the ATM code that is generated.

BLBC does not guarantee refunds.

Access to the questionnaire is made available after payment has been made.

The LQQ is not a storage service.

BLBC may change, suspend or terminate the service, or change and modify prices. These changes may take effect, to the extent permitted by law, from the time of change on our external promoter, which is the www.lq-quest.com site.

BLBC denies access by third parties, without exception, to the data it stores on a temporary basis, as explained in the "Privacy Policy" chapter.

It also undertakes not to give third parties access to the list of billed customers.

BLBC does not receive data from your devices and networks, or location information, nor does it want any additional customer data in addition to the billing data as required by law. The customer may even choose to receive an 'end consumer' invoice, in which case it does not provide any data at all.



Company packages

The sale of BLBC questionnaire packages to a company simply corresponds to the provision of a set of access codes/questionnaire codes.

Those to whom the purchasing company later assigns the questionnaires are totally unknown to BLBC. In these cases there is not even the option of indicating the name or e-mail.

It is thus not possible for BLBC to identify those who submit their questionnaire for assessment for the issue of a report. Whether the company that acquired the packages retains the identity of the respondents or not is outside the domain and interest of BLBC.

In any situation, the company that purchases the questionnaire packets only has access to the final report exactly the same as the one available to the user who answers the questionnaires, never having access to the details of the individual questions.

See specific "Company Package" chapter.



2. Privacy policy

Introduction

Taking into account the characteristics of the LQQ platform, issues related to data protection and privacy are of vital importance and all measures have been taken to ensure complete anonymity and confidentiality.

As detailed in specific points, information that may allow the user to be identified, one way or another, is reduced to the minimum strictly necessary. All the answers to the questionnaires are stored only temporarily and there is the possibility that the entire process may be executed without any type of user identification.

Features and Concepts

Authentication

For individuals, there is no need or possibility to register as a user. The whole process occurs using the generated codes (subscription and questionnaire).

Therefore, there is no formal connection between the user and the platform.

Acquisition/subscription of the questionnaire

Access to the features can be made via an offer mechanism or by acquisition.

The acquisition of a questionnaire does not require any content that allows the identification of the individual.

A subscription request code, as well as a potential ATM reference code, is generated and the entire process is managed through this code.

There is the possibility of indicating the name and the e-mail address, completely optional, in order to expedite the communication for sending e-mails exclusively



containing transactional information. In this case, the e-mails are intended to send an ATM payment reference code and a return link for the subscription.

At the time of subscription, the user may choose to provide tax information for the invoice to be issued or indicate that it is to be issued to an end consumer.

In the event that an invoice with a name is required, the necessary data to issue the invoice is requested. This information is associated with the subscription and, in a second stage, used by the billing system to issue the invoice.

After confirmation of payment, the subscription gives rise to a code of inquiry temporarily associated with the subscription. This temporary association has the sole purpose of guaranteeing that the user can return to the subscription and access the questionnaire generated.

This association is only maintained for 7 days after completing the questionnaire and obtaining the report. On completion of this period all details of the report are destroyed/deleted.

The subscription information itself is maintained for 3 months in order to guarantee the necessary information to justify the billing process and to permit any administrative procedures to correct errors. At the end of this period, the subscription information is destroyed/deleted.

Invoice

After confirmation of payment, an invoice is always issued that is available on the subscription page.

This invoice will be issued to the end consumer whenever billing information is not provided or with previously supplied data.

The invoice will be linked to the subscription for a period of 3 months, since the subscriptions are deleted at the end of that period.

The invoice is made available for download on the subscription page and is eventually sent by e-mail if the user has indicated an e-mail address.



Questionnaire

The questionnaire consists of a vast set of questions.

The answers to the questions are essential to obtain the indicators that will appear in the final report and for that reason they will be temporarily stored.

At the start of the questionnaire, it is necessary to indicate sex/gender and age, aspects that are also important factors in the analysis of the questionnaire.

On completing the questionnaire and making the final report available, these data will be completely destroyed/deleted after a period of 7 days. This period is intended to safeguard any need for recovery or reassessment of any fault that may occur.

The resulting report shall remain available for a period of 3 months.

The user will have the possibility, regardless of the above-stated, to initiate the process of immediate deletion of all the information at any time.

Final Report

The final report is the result of applying a series of criteria and rules based on the answers to the total set of questions asked.

After the report has been created, the answers are no longer necessary and will be destroyed/deleted (after 7 days), keeping the report available for a longer period of time.

The user will have the possibility, regardless of the above-stated, to initiate the process of immediate deletion of all the information at any time.

Use of the e-mail address

The entire process of obtaining the questionnaire and the report is possible without indicating an e-mail address.

It is advisable to indicate an e-mail address so that messages can be sent exclusively at the following times:

- 1) When submitting the subscription request, containing:
 - Confirmation of the subscription



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- Payment information, for example the ATM reference code
 - Link that allows the return to the platform, directly to the subscription page
- 2) After receiving payment, containing:
- Information about the receipt of payment
 - Link to the subscription where you can, for example, download the invoice issued
 - Link to the start of the process of filling out the questionnaire

- 3) Information that the questionnaire is available

This mail is sent regardless of the payment process taking into account the situations where offers are used.

It contains:

Link to the start of the process of filling out the questionnaire

- 4) When justified, information about a pending questionnaire

Mail to be sent when the user has started the process and, after some time, has not yet started or finished it.

The sending of e-mails will be triggered exclusively in the situations described above. They are not used for the purpose of marketing or any other.

Data processing

How data is processed

On the LQQ platform there is an explicit need to collect and process a vast set of answers to the questions which, in practice, represents the collection and processing of personal data in the strictest sense, since it involves answers to questions about the individual.

It is possible to perform the entire process without any explicit user identification. Information with the name, e-mail and other data for issuing invoices is completely optional. This does not invalidate the suggestion that they can be provided to expedite communication and returning to the subscription or questionnaire in situations when these are left incomplete, for whatever reason.



The answers to the questionnaire are used exclusively for the direct purpose of the platform, obtaining indicators or quotients of life experience as well as thematic, social or other classifiers through the LQQ.

These collected data are stored temporarily and then completely destroyed/deleted.

After completing the questionnaire and obtaining the report, the details of the answers are only kept for 7 days and for the sole purpose of safeguarding any need for recovery or reassessment of any fault that may occur.

All details will be destroyed/deleted at the end of this period, with only the report itself kept.

Nevertheless, the user will have the possibility to initiate the process of immediate deletion of all the information.

Deletion of the data

As previously described, the collected contents are completely disassociated (from the user, subscription, invoice, etc.) and destroyed/deleted.

Acesso aos dados

BLBC will not, at any time, use or share any information collected, in whole or in part.

Statistical processing

The primary statistical analysis by BLBC of the data provided by the answers to the questionnaire only includes the percentages and indicators necessary for compilation of the report.

As additional information for research and/or subsequent use in terms of statistical reference, only overall selective criteria will be collected, namely the number of questionnaires answered, reports provided, gender and age of users, time periods of occurrence, among others, but always in a general manner to establish a general framework concerning demand, response and cumulative results of LQ-quest.



Company packages

Objective

To enable companies to use LQ-Quest as a supplementary tool in assessing the life experience of their human resources or candidates for jobs in the organisation.

How does it work

The company acquires packets of questionnaires and provides the codes of these to the intended users.

It does not have access, under any circumstances, to the details of the answers.

It only has access to the final report, and that report is exactly the same as the one provided to the user who answered the questionnaire.

The only exception with respect to the aforementioned concerning the details of the answers is the information specifically included in the report related to "vertexes" and/or "alerts", in which case reference is made to the content of the question which gave rise to them. Nonetheless, this information is, as mentioned above, contained in the report, a report that is unique and identical for the user who filled in the questionnaire and the company that made it available.

Identification of the individual

In these cases the platform neither requests nor gives the option of identification by name or e-mail or in any other manner.

The company which assigns the code to a user who it invites to fill in the questionnaire, obviously has knowledge of the entity of the individual but this situation must be considered as natural since it is the mechanism to obtain the final report on that same individual.

The details of the answers are under no circumstances made available.



3. Cookies

What are Cookies?

Cookies are small text files sent to your computer or mobile device when you visit websites. Cookies help websites store and retrieve information about your browsing habits in order to customise navigation according to your preferences.

What do Cookies allow?

- To collect the IP addresses of users. The cookie information identifies the user and if he/she is enrolled in any service, promotion contest or event promoted by us. It gives an order to the system to access the information about the user that we have stored. Thus, we can customise the user preferences and facilitate the use of the services.
- To carry out statistical studies to distinguish between regular users, in order to calculate the number of users and their growth.
- To recognise if users viewed a particular part of the website and thus avoid the repetitive appearance of the website.

These cookies can only be read by LQQ and by you, and you can delete them if you wish.

What types of cookies does LQQ use?

- Session Cookies: These are temporary cookies that remain in the browser's cookie file until the browser leaves the web page, so no record is left on the user's hard disk. The information collected by these cookies serves to analyse website traffic patterns. Ultimately, this allows us to improve content and improve the usability of the site.
- Session Cookies: These are temporary cookies that remain in the browser's cookie file until the browser leaves the web page, so no record is left on the user's hard disk. The information collected by these cookies serves to analyse website traffic patterns. Ultimately, this allows us to improve content and improve the usability of the site.



Which cookies are used

Information to be made available soon

What does not authorising the use of cookies entail?

If you prefer not to allow cookies you have the possibility to disable the cookies in the browser that you use, but you should be aware that this may prevent some web pages from appearing correctly. In the specific case of the LQQ platform, this can even prevent its correct operation.

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How do I set up my browser?

Information to be made available soon