

Plenzo Newsletter Terms

Terms of the free Plenzo newsletter service — signing up, unsubscribing, complaints and withdrawal.

Version 1.0 · Effective from 15 September 2026 · Durable copy: newsletter-en-v1.0.pdf
Current version: <https://www.plenzo.app/en/legal/newsletter>

Document details

Effective from 15 September 2026. Version 1.0.

1. Who provides the Service

The provider is PLENZO sp. z o.o., with its registered office in Warsaw, Aleje Jerozolimskie 47/34, 00-697 Warsaw, Poland, entered in the register of entrepreneurs of the National Court Register under number 0001193524, NIP 7011276933, REGON 542692449 (“Plenzo”, “we”).

For newsletter matters and complaints, contact support@plenzo.app. For unsubscribing, withdrawing consent to communication, or personal-data matters, contact privacy@plenzo.app.

2. What these Terms cover

These Terms set out the rules for Plenzo’s free electronic newsletter service (the “Service”). We make them available free of charge before the contract is concluded in a way that lets you save, reproduce and store them.

The newsletter consists of email messages sent to people who subscribe to it. Merely visiting the Website does not conclude a contract for the Service.

3. Scope of the Service

Through the newsletter, we may send messages about Plenzo, including information about the availability and features of the App, updates, offers, promotions, and educational material about personal finance. We do not guarantee a particular number or frequency of messages.

The messages are not individual financial, investment, tax, credit or insurance advice, nor a binding offer, unless we expressly state otherwise.

4. Signing up and conclusion of the contract

Only people who are at least 18 years old may use the Service. By submitting the form, the user confirms that they meet this condition.

To subscribe, the user:

- provides an active email address;
- reads and accepts these Terms;
- gives separate consent to receive commercial information by electronic means;
- submits the form using the “Sign up for the newsletter” button.

The contract for the Service is concluded for an indefinite period when the form is successfully submitted. After sign-up, we send a confirmation with an attached PDF of the full version of these Terms in force on the date the contract is concluded, including Annex 1 — the model withdrawal form.

Consent to communication is voluntary, but without it we cannot provide the newsletter Service.

5. Unsubscribing and ending the Service

The user may unsubscribe and withdraw consent at any time, free of charge, through the link in a message or by writing to privacy@plenzo.app. Unsubscribing ends the contract immediately and stops further messages.

Withdrawal of consent does not affect the lawfulness of processing carried out before it was withdrawn. The rules for processing and retaining data are set out in the Privacy Policy.

Plenzo may end the entire Service with at least 14 days' prior notice sent by email. We may end or suspend the Service without notice where required by law, for security reasons, or because of a serious technical obstacle outside Plenzo's control.

6. Technical requirements and rules of use

To use the Service, you need a device with Internet access, an up-to-date browser, and an active email address. Delivery may depend on mailbox settings, spam filters, and the email provider's operation.

It is prohibited to provide another person's email address without an appropriate basis, submit forms automatically or in bulk, provide unlawful content, or disrupt the operation of the Website or form.

7. Personal data and cookies

Information about the processing of personal data is available in the Privacy Policy. Information about cookies and similar technologies is available in the Cookies Policy. Consent to website analytics is separate from consent to the newsletter and is not a condition of subscribing.

8. Complaints and withdrawal

A complaint about the Service may be submitted to support@plenzo.app or in writing to Plenzo's registered office. It is helpful to include the email address used at sign-up, a description of the matter, and the expected resolution. We will reply without undue delay, no later than within 14 days.

A consumer may withdraw from a distance contract within 14 days of its conclusion, without giving a reason and free of charge. The statement may be sent to privacy@plenzo.app or in writing to Plenzo's registered office; the model form in the Annex may be used, but is not mandatory. Regardless of this, the user may always unsubscribe as described in section 5.

9. Changes to these Terms and final provisions

We may change these Terms for important reasons, in particular because of changes in law, the scope of the Service, security requirements, or Plenzo's details. We will notify active users of a change affecting their rights or obligations at least 14 days before it takes effect. Editorial changes that do not affect rights or obligations may take effect upon publication.

A change to these Terms does not automatically extend the scope of consent to communication given earlier. The contract is governed by Polish law, without prejudice to mandatory consumer rights.

Annex 1 — model withdrawal form

(complete and send this form only if you wish to withdraw from the contract)

Addressee: PLENZO sp. z o.o., Aleje Jerozolimskie 47/34, 00-697 Warsaw, Poland, privacy@plenzo.app

- I/We(*) hereby give notice that I/we(*) withdraw from my/our(*) contract for the provision of the Plenzo newsletter service.
- Date of conclusion of the contract.
- Name of consumer(s).
- Address of consumer(s).
- Signature of consumer(s) — only if this form is sent on paper.
- Date.

(*) Delete as appropriate.