



General Terms and Conditions

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Privacy Policy

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Last updated on 18 July 2026

Our organisation in brief

LLex® Rechtsbijstand is registered in the commercial register of the Netherlands Chamber of Commerce under number 73551384 and has its head office at Keizersgracht 520 in Amsterdam (1017 EK). We are an internationally operating legal assistance firm focused on providing legal support to and taking care of private individuals and businesses in virtually all countries where our services are technically and legally available.

Our mission is to support you from A to Z in legal matters. Whether it concerns obtaining free advice, the use of free legal tools, or guidance in legal proceedings, LLex® offers a broad range of services to help you further.

With LLex® you gain access to a team of fresh, expert legal professionals who not only protect you against (impending) conflicts, but who also actively guide you in making responsible legal choices. Our teams have experience in various areas of law in various countries, which enables us to offer comprehensive and high-quality services, regardless of the legal challenge you are facing.

All assignments within LLex® are carried out by a carefully composed and dedicated team that always focuses on delivering accurate and personal service. In the performance of our services we also use automated systems and (generative) AI tools.

Our services are accessible via our app and our website, www.llex.app. You can also make use of our services by means of a legal assistance subscription (Basic, Premium or Premium ). Please note that LLex® is not an insurer and does not offer any insurance products.

With these general terms and conditions we would like to make clear to you which rules apply to our services, so that you properly understand what we can do for you and what we expect from you within the framework of our cooperation. These terms and conditions apply when you contact us, use our app or website, make use of our services, take out a legal assistance subscription, or follow a course with us.

Our privacy policy forms an integral part of these general terms and conditions. Both documents are hereinafter jointly referred to, for convenience, by the word: terms and conditions.

Where is LLex® active and how do you reach the right team?

LLex® has local teams and websites in the countries listed below. For country-specific questions, local legislation or contact with the local team, you can visit the website of the relevant country. If you have no preference for a specific country, or if your case involves several countries at once? Then use the LLex® app: via the app you automatically gain access to all teams in all countries where LLex® is active.

Website / domain	Local teams / countries
.uk – www.llex.uk	LLex® United Kingdom, LLex® Ireland, LLex® Scotland, LLex® Wales
.nl – www.llex.nl	LLex® Netherlands, LLex® Curaçao, LLex® Sint Maarten, LLex® Aruba, LLex® Suriname
.be – www.llex.be	LLex® Belgium
.fr – www.llex.fr	LLex® France, LLex® Monaco, LLex® Guadeloupe, LLex® Martinique, LLex® French Guiana, LLex® Réunion
.de – www.llex.de	LLex® Germany, LLex® Austria
.ch – www.llex.ch	LLex® Switzerland
.lu – www.llex.lu	LLex® Luxembourg
.li – www.llex.li	LLex® Liechtenstein
.es – www.llex.es	LLex® Spain, LLex® Andorra, LLex® Catalonia, LLex® Basque Country, LLex® Galicia
.pt – www.llex.pt	LLex® Portugal
.it – www.llex.it	LLex® Italy, LLex® San Marino, LLex® Vatican City
.pl – www.llex.pl	LLex® Poland
.gr – www.llex.gr	LLex® Greece
.cz – www.llex.cz	LLex® Czech Republic
.dk – www.llex.dk	LLex® Denmark
.no – www.llex.no	LLex® Norway
.fi – www.llex.fi	LLex® Finland
.lt – www.llex.lt	LLex® Lithuania
.lv – www.llex.lv	LLex® Latvia
.ee – www.llex.ee	LLex® Estonia
.ro – www.llex.ro	LLex® Romania
.si – www.llex.si	LLex® Slovenia
.sk – www.llex.sk	LLex® Slovakia
.hu – www.llex.hu	LLex® Hungary
.bg – www.llex.bg	LLex® Bulgaria
.hr – www.llex.hr	LLex® Croatia
.rs – www.llex.rs	LLex® Serbia
.ba – www.llex.ba	LLex® Bosnia and Herzegovina

Website / domain	Local teams / countries
.me – www.llex.me	LLex® Montenegro
.mk – www.llex.mk	LLex® North Macedonia
.al – www.llex.al	LLex® Albania, LLex® Kosovo
.md – www.llex.md	LLex® Moldova
.by – www.llex.by	LLex® Belarus
.ge – www.llex.ge	LLex® Georgia
.cy – www.llex.cy	LLex® Cyprus
.tr – www.llex.tr	LLex® Turkey
.ae – www.llex.ae	LLex® United Arab Emirates
.in – www.llex.in	LLex® India
.jp – www.llex.jp	LLex® Japan
.mx – www.llex.mx	LLex® Mexico
.ar – www.llex.ar	LLex® Argentina
.cl – www.llex.cl	LLex® Chile

For general questions or cross-border matters, the LLex® app provides direct access to the right local team, regardless of the country or language in which you submit your case.

Where can you turn in the event of a conflict or for free legal advice?

All legal questions and conflicts must be submitted via our app or via the country-specific website. This process is always free of charge and very simple. Log in with the email address known to us, or create an account free of charge. If you are not sure which local team is most suitable for your question, use the app: the system will then automatically direct you to the right team.

Summary

In order to help you as quickly and as well as possible, we really need your help. These general terms and conditions set out the most important things you must do, so that everything runs smoothly and successfully.

If there is (or appears to be) a conflict, in short do the following:

- **Report the dispute as soon as possible**

The sooner we know, the better we can help you.

- **Give us all the information you have, immediately and in full**

Send all relevant emails, messages, photos, contracts, receipts, etc. Do you receive more later? Pass it on to us straight away, easily via the app.

- **You agree to the processing of your data**

By sending items to us, LLex® may use that information for everything needed to properly represent your interests and your case, including processing via our (AI) tools.

- **Cooperate**

With us and with any experts we may engage. The better you cooperate, the stronger your position and the greater the chance of a good outcome.

- **Leave the talking and negotiating to us**

Do not contact the opposing party yourself. Do not message, email, call, or respond to their messages. Always consult with us first, then we keep things tight and efficient. Otherwise it may cost you dearly later on.

- **Do not make any arrangements without our approval**

Do not enter into any settlement, deal or anything else without first discussing it with us and us giving the green light. Otherwise it may cost you dearly later on.

- **Ask permission first before you spend money**

Do you think costs are coming up (expert, bailiff, etc.)? Tell us and wait for our approval before you pay.

- **We work extremely hard for your case**

You will probably notice that our legal professionals often go the extra mile, even when you do not ask for it. We do this free of charge under your coverage, simply because we are passionate about the profession.

- **Treat our staff with respect**

It sounds obvious, but we will say it anyway: swearing, threatening, intimidating or behaving aggressively towards our team? We will not tolerate that.

What if you do not comply with these arrangements?

Then unfortunately we will have to stop working on your case, with immediate effect. We really want to help you well, but that is only possible if you also cooperate.

Questions about these rules? Feel free to chat, message or call us; we are happy to explain.

Article 1 – General

1.1. The terms and conditions apply to everyone who contacts us, if you make use of our app or www.llex.app, of our services, of our legal assistance subscription (Basic, Premium or Premium ) , if you follow a course with us and/or cooperate with LLex® in any other way or are (indirectly) connected to LLex®. Hereinafter, 'everyone' is referred to for convenience by the words: 'you', 'your', 'client', 'Principal', etc.

1.2. LLex® is our organisation, established under Dutch law, with the objective of providing legal assistance and carrying out all further acts that relate to, or may be conducive to, the provision of legal assistance in the broadest sense. LLex® operates from the Netherlands and offers its services internationally. LLex® is also referred to for convenience by the words: 'we', 'us', 'our', etc.

1.3. The service stated by LLex® is provided by law students, legal professionals and other experts connected to LLex® (hereinafter referred to for convenience by the word: employee), supported by automated and (generative) AI tools.

Article 2 – Definitions

In these terms and conditions the following terms, both in the singular and the plural, have the following meaning:

Subscription: the legal assistance subscription (Basic, Premium or Premium ) that a client takes out with LLex® and that is collected and renewed monthly or annually.

App: the LLex® application as available via Google Play Store, Apple App Store or via www.llex.app.

Client / Principal: the natural or legal person who makes use of or has contact with the services of LLex®.

Services: all (legal) assistance and products that LLex® offers, including answering legal questions via chat, drawing up documents, advising, conducting correspondence and conducting proceedings.

Own contribution: a fixed price arrangement made between LLex® and the client for starting up or carrying out a specific phase, service or assignment. The own contribution is therefore not an hourly rate and not a post-calculation, but a fixed amount communicated in advance. External costs do not fall under it.

External costs: all costs charged by third parties in connection with a case file, such as (but not limited to) court registry fees, bailiff costs, translation costs, costs of witnesses or experts, costs of extracts and (registered) postal costs.

Phase 1: the investigation phase: a thorough legal analysis of the case file, determination of the position and strategy.

Phase 2: the correspondence phase: the actual executive communication with the opposing party on behalf of the client.

Phase 3: the judicial phase: conducting (judicial) proceedings on behalf of the client insofar as Dutch law and the Dutch court have jurisdiction (see also Article 9).

Agreement: any arrangement or agreement between LLex® and the client on the basis of which LLex® provides services, regardless of whether it is concluded digitally, by telephone, orally or in writing.

Premium : the extended subscription for entrepreneurs and intensive users with unlimited chat and assistance in all phases without separate own contributions, subject to a fair use policy as set out in these terms and conditions.

Terms and conditions: these general terms and conditions together with the privacy policy, which jointly form one inseparable whole.

Waiting period: the period of twelve (12) months as described in Article 16, which applies after an earlier subscription has ended and the client wishes to take out a subscription again.

Article 3 – Location, amendment and interpretation of the terms and conditions

3.1. The terms and conditions are sent to the client in every email or message, prior to the start of an assignment and/or upon registration of a subscription. The terms and conditions are also published on our app and websites and are re-sent upon first request.

3.2. LLex® has the right to unilaterally amend one or more provisions of the terms and conditions.

3.3. If a provision of the terms and conditions proves to be null and void or voidable, this does not affect the validity of the remaining articles. In that case the parties will consult with each other to replace the null and void or annulled provision with a legally valid provision that approximates the purport of the original provision as closely as possible.

3.4. At all times the most recent version of the terms and conditions applies. If a client has not accepted the amended version of the terms and conditions in writing or does not wish to accept it, he/she has the option to cancel his/her subscription free of charge or to withdraw his/her assignment with LLex® (with due observance of Article 16). Making use of the services or app of LLex® without complaint means that the client is deemed to have accepted the new version of the terms and conditions and he/she is immediately bound by the new terms and conditions.

3.5. The Dutch version of the terms and conditions is decisive for the interpretation of those terms and conditions, even if translations (machine or human) are made available in other languages. In the event of any difference between the Dutch text and a translation, the Dutch text prevails.

3.6. The bold headings above each article of the terms and conditions are intended solely to enhance readability and are indicative. No rights can be derived from these bold headings.

Article 4 – What LLex® expects from you

4.1. In order to be able to help you as well as possible, LLex® expects you to report the conflict as soon as possible in the LLex® app. This means as soon as possible after the conflict has arisen or was foreseeable. If you do not do this, LLex® reserves the right not to (further) handle your case (any longer).

4.2. The client must give LLex® the opportunity to resolve the conflict with the opposing party by mutual consultation and to reach a settlement, without legal proceedings. You must cooperate in this.

4.3. Furthermore, it is required that you as a client cooperate well with LLex®. This includes in any case, but not exclusively, the following:

- you describe the conflict as extensively and clearly as possible;
- you submit all correspondence, information and documents related to the conflict;
- the information you provide must be complete, unedited and objectively correct;
- you give permission for LLex® to obtain information about your case, for example from an external person (such as a lawyer, accountant or doctor), and to inspect and process it (both manually and via automated and/or AI tools);
- you always demonstrate the extent of the conflict and your (financial) interest in it;
- you cooperate with a request to act as a civil party in a case and you cooperate in recovering the costs of legal assistance from another party.

4.4. A client is expected to provide the required information and documents to LLex® as soon as possible. If a client does not provide (all) required information and documents (in time), this is at the client's own expense and risk.

4.5. You do nothing that is or could be detrimental to the legal assistance or to the interests of LLex®. For example, you may not do anything that unnecessarily increases the efforts or internal costs of LLex® in your conflict. If you do so, LLex® reserves the right not to (further) handle your case (any longer).

4.6. Whether or not to follow the advice of LLex®, regardless of where or when it is provided, is the responsibility of the client. Any damage or other detrimental consequences that arise because a client, contrary to the advice of LLex®, asks LLex® to take a certain direction in the case file, are of course entirely at the expense and risk of the client.

4.7. LLex® is not liable for any damage whatsoever if a client does not comply with one or more articles/paragraphs in the terms and conditions.

Article 5 – Working method

5.1. The services offered are carried out by employees of LLex®, with the right of substitution by other employees who were not involved in taking on the case. These other employees are thus entitled to provide a client with the services of LLex®.

5.2. Telephone statements, chat messages, instructions, information, counsel, suggestions, warnings, etc. are never advice, are at all times merely indicative, and no rights can be derived from them by a client, and these statements do not bind LLex® in any way.

5.3. LLex® is never obliged to take on a case.

5.4. All external costs are never included in the own contribution or the premium. External costs are always passed on to you, for example:

- sending (registered) mail or requesting extracts;
- having the summons served by the bailiff;
- the court registry fee;
- costs of the bailiff;
- translation and interpretation costs in international matters;
- costs of foreign lawyers or agents in matters outside the Netherlands.

5.5. If you do not pay external costs (such as the court registry fee or the bailiff costs), then LLex® cannot (properly) carry out its work. In that case LLex® must suspend its work in your case file. LLex® expressly points out that the suspension of the work may have detrimental consequences for the further handling of your case.

Article 6 – Not taking on a case or stopping an ongoing case

6.1. LLex® may decide at any time not to take on a case and LLex® also always reserves the right to unilaterally discontinue the services. This may happen in, but not exclusively, the following cases/circumstances:

- if, in the opinion of LLex®, the services are (as good as) completed and the client's wish to take further (legal) steps is, in the opinion of LLex®, not reasonable or of no added value;
- the failure to comply with an arrangement made on the part of a client;
- the case wholly or partly concerns a non-legal matter;
- the case entails any form of publicity and/or is followed by the media (newspaper, magazine, news, programme, etc.);
- the case concerns an area of (law) or a (specific) dispute in which LLex®, in its own opinion, cannot or does not wish to provide legal assistance;

- a client displays, in the opinion of LLex®, any form of aggression, regardless of against whom it is directed. Aggression may be grounds to close a case after all and to bar the client from (future) appointments;
- there is, in the opinion of LLex®, a (too) low chance of an outcome that provides substantial benefit to the client, in view of the knowledge actually present at LLex® at the time of taking on the case;
- a client, in the opinion of LLex®, deliberately conceals or does not provide, or provides incorrect, data that is relevant to the services of LLex®;
- a client or a third party has, before or in the course of the handling by LLex®, engaged another representative in the same or a similar case or conflict, who is not connected to LLex®;
- a referral to another legal professional or a third party (or the omission thereof) takes place at the expense and risk of the client and a client can never derive any rights from this;
- a client does not pay the monthly or annual premium on time. If use is made of the coverage under a subscription, you must always have an active legal assistance subscription and pay the premium on time at all times. In the event of cancellation or failure to pay a premium on time, LLex® stops its work in all your case files with immediate effect. All consequences thereof, such as, for example, not responding or submitting documents on time, are at the expense and risk of the client. LLex® is not liable for this;
- the conflict, in the opinion of LLex®, arose under the operation of the Waiting period, as described in Article 16;
- in the opinion of LLex® there is no real legal dispute or the deployment of LLex® under Premium+ is contrary to the fair use policy (Article 15).

Article 7 – What if your opposing party is also protected by LLex®

7.1. Is your opposing party also legally protected by LLex®? Then LLex® may refuse to provide legal assistance to both parties. In that case both parties must seek (further) legal assistance from another party or external legal assistance provider. Please note that LLex® never reimburses or pays the costs you incur because you cannot be assisted by LLex®.

7.2. If LLex® decides to assist one of the parties, for example the one who has been a subscription holder with LLex® the longest or the one who first submitted his/her case to LLex®, then the other party must in that case seek (further) legal assistance from a third party or external legal assistance provider. Please note that LLex® never reimburses or pays the costs you incur because you cannot be assisted by LLex®.

7.3. All external costs in connection with the subject and purport of this article are always at the own risk and expense of a client or a third party, never of LLex®.

Article 8 – Retention of the case file

8.1. LLex® will handle your (personal) data with the utmost care. The privacy policy forms an integral part of these terms and conditions.

Article 9 – International services and limitation of Phase 3

9.1. LLex® offers its services internationally from the Netherlands. The Basic, Premium and Premium+ subscriptions, including unlimited chat, Phase 1 and Phase 2, are available to clients worldwide, insofar as locally permitted and feasible.

9.2. Phase 3 (the judicial phase, conducting proceedings on behalf of the client) is for the time being available exclusively for conflicts that are governed by Dutch law and/or for which the Dutch court has jurisdiction. For conflicts outside the Netherlands, or conflicts governed by foreign procedural law, Phase 3 cannot currently be started with LLex®. LLex® is working on expanding Phase 3 to other countries in the near future.

9.3. In matters governed by foreign law, LLex® can, where possible, still support the client in Phase 1 and Phase 2 on the basis of initial legal analysis, general contract law, private international law and/or in cooperation with local legal professionals or lawyers. Engaging a local lawyer or agent falls under external costs within the meaning of Article 5.4 and is always at the expense of the client, unless expressly agreed otherwise in writing.

9.4. LLex® accepts no liability for damage arising from the fact that Phase 3 cannot (yet) be started in a specific country or for a specific jurisdiction, nor for deadlines that expire in a foreign procedure because LLex® cannot provide the procedural representation.

Article 10 – Cooling-off period and exclusion of the right of withdrawal for digital services

10.1. The statutory rules for online purchases of digital content on a non-tangible medium apply to the Agreement. The Principal therefore has no cooling-off period/right of withdrawal, because the digital service or the digital product (in this case the Services) is, in principle, delivered directly after ordering via the internet and/or social media (work can start immediately).

10.2. Services within the meaning of this article include, among other things: access to the app, unlimited chat with legal professionals, taking on a case file, starting up Phase 1, Phase 2 or Phase 3, drawing up documents, providing advice and all associated work.

10.3. Further to what is set out in paragraphs 1 and 2 of this article, the Principal has been expressly informed in advance and upon entering into the Agreement that she waives her right to withdraw the Agreement regarding a relevant Service within the statutory cooling-off period of fourteen (14) days. Further to this, the Principal has expressly agreed that she waives her statutory cooling-off period so that she can make use of a Service immediately.

10.4. By ticking the checkbox designated for this purpose in the app or on the website, or by making a payment, or by expressly requesting the commencement of the work, the Principal expressly confirms that she waives her right of withdrawal and that she has agreed to immediate performance of the Services.

10.5. Insofar as mandatory consumer law in a specific jurisdiction opposes full waiver of withdrawal, the right of withdrawal applies only insofar as it is mandatorily applicable. In all other cases the above applies in full.

Article 11 – Damage (claim)

11.1. Any claim to compensation for your damage (claim) lapses six (6) months after the damage, in the opinion of LLex®, became known to you or after you, in the opinion of LLex®, could reasonably have been or become aware of the existence of this damage.

11.2. LLex® is not liable if LLex® could not fulfil its obligations due to an error that, in the opinion of LLex®, cannot be held against it, for example because the error simply did not arise through LLex® or should reasonably not be at the expense of LLex®.

11.3. In the event of force majeure, which includes in any case but not exclusively disruptions in the internet or telecommunications infrastructure, (D)DoS attacks, disruptions or errors of AI suppliers, domestic unrest, mobilisation, war, epidemics, illness, obstruction of transport, strikes, lockouts, operational disruptions, stagnation in supply, fire, flooding, import and export impediments, and in the event that LLex® is not enabled to deliver by its own suppliers, regardless of the reason for this.

11.4. If LLex® could not fulfil its obligations due to an error of an external party.

11.5. In the event of an act or omission of LLex® or a legal professional or external party affiliated with it, insofar as this is not due to intent or conscious recklessness of LLex® itself.

11.6. In the event of errors, imperfections or incompletenesses on the website, app or other systems of LLex®.

11.7. In the event of indirect damage, such as financial loss consisting of lost profit or damage that is indirectly the result of a damage-causing event.

Article 12 – Quotations, estimates, price quotes, etc.

12.1. In virtually all cases LLex® will first give a client an overview or price quote of its services. If LLex® gives you information about its services, you are not yet bound to anything. As a rule the offer remains valid for 7 days, unless LLex® has communicated a different period to you.

12.2. Sometimes it may happen that LLex® unexpectedly has to adjust, amend or change its work. In such a case LLex® can adjust the offer or price quote accordingly in the interim, even after acceptance of the offer.

12.3. If there are errors in the offer as a result of a mistake or a clerical error, then LLex® is not bound by this.

12.4. If the offer or a message from LLex® is missing certain information, for example regarding the (amount of) external costs that are at the risk and expense of a client, then LLex® is not bound by this.

Article 13 – Intellectual property rights

13.1. All intellectual property rights, such as copyrights on texts, works, inventions, techniques, software, models, prompts and (AI) tools, remain vested in LLex®.

13.2. It is not intended that the information or documents that LLex® gives you, whether or not via the app, within the framework of the work (such as texts, advice, agreements, documents, etc.), be copied, published or forwarded to other parties by you without the permission of LLex®. You may also not share this information and/or documents externally.

13.3. If our knowledge has increased through carrying out the work in your case file or conflict, then LLex® may, can and will also use this knowledge for another purpose. Of course, LLex® will not share confidential information with other parties.

Article 14 – Confidentiality

14.1. LLex® will treat all information you give to LLex® confidentially, but LLex® also expects this from you.

14.2. For much information it is not immediately clear whether it concerns confidential information. If you consider that certain information should be designated as confidential, then you must indicate and report this to LLex® on your own initiative and unequivocally.

14.3. If it is so clear that it concerns confidential information, then LLex® understands this even without the additional indication.

Article 15 – Legal Assistance Subscription and Premium +

General

15.1. A subscription (Basic, Premium or Premium +) is automatically collected and renewed per month or year.

15.2. A subscription can be cancelled monthly or annually, depending on the choice you made when taking it out.

15.3. If you choose a monthly subscription, the subscription is always automatically collected and renewed monthly under the same terms and conditions. With a monthly subscription you can always cancel monthly with a notice period of one month.

15.4. If you choose an annual subscription, you take it out for 12 months from the day you took it out. After these 12 months the subscription is automatically collected and renewed under the same terms and conditions for another 12 months, whereby it can now be cancelled monthly with a notice period of one month.

Premium + and fair use policy

15.5. Premium + is an extended subscription for entrepreneurs and intensive users. Under Premium + a client can, in principle, chat unlimitedly, submit an unlimited number of case files and make free use of Phase 1, Phase 2 and (within the Netherlands) Phase 3, without separate own contributions being due for these phases.

15.6. A fair use policy applies to Premium +. Fair use means that the subscription is used for real, own legal conflicts and questions of the client and not for purposes that fall outside the reasonable intention of the subscription. LLex® reserves the right at all times to reject a case or an application under Premium + or not to (further) handle it, on the same grounds as set out in Article 6 and Article 17, or if, in the opinion of LLex®, there is a breach of the fair use policy.

15.7. A breach of the fair use policy includes, among other things, but not exclusively:

- submitting a disproportionately high number of case files in a short time without a real legal dispute being plausible;
- deploying Premium + for matters of third parties or outside the client's own business/household;
- processing matters that, in the opinion of LLex®, have no legal basis or reasonable chance of success;
- misusing the chat function for non-legal purposes, marketing purposes or systematically asking questions that do not fall under the objective of the subscription;
- deliberately splitting up one dispute into several artificial case files;
- concealing information whereby the actual interest or the actual nature of a case remains hidden.

15.8. In the event of exceeding the fair use policy, LLex® can convert, limit or terminate the Premium + subscription, and/or reject a specific case, in accordance with the other provisions of these terms and conditions. For cases already rejected or terminated there is no right to (partial) refund of the premium.

15.9. Premium + does not release the client from his/her obligations under these terms and conditions, including the cooperation and information obligations under Article 4 and the Waiting period under Article 16.

Article 16 – Waiting period after cancellation

16.1. When taking out a subscription for the first time, no waiting period applies: after activation of the subscription a new conflict is in principle immediately covered, with due observance of the other terms and conditions (including Articles 4, 6, 15 and 17).

16.2. If a client cancels his/her subscription, the coverage under that subscription ends definitively for all conflicts that arise after the end of the subscription. Reactivation of legal assistance for future matters requires a completely new subscription and a waiting period of twelve (12) months (the "Waiting period").

16.3. If a client later wishes to make use of the coverage of LLex® again, the client must therefore take out a completely new subscription. For each new legal dispute or conflict to be covered under the policy, the subscription must have been uninterruptedly active for at least twelve (12) months before the date on which that new conflict first occurs. Only conflicts that occur after that Waiting period of twelve months (with an active subscription during that entire period) are eligible for coverage.

16.4. For the application of this article, the date on which a conflict "first occurs" is: the moment at which the first legally relevant event, act, circumstance, damage or claim underlying the conflict arose or occurred. The moment at which the client only later became aware of the conflict is not decisive.

16.5. When taking out a subscription again and when submitting a new conflict, the client is obliged to report, on his/her own initiative, earlier subscriptions, earlier cancellations and known or foreseeable conflicts. In the event of concealment or incorrect statement, LLex® reserves the right to reject the case file after all and to terminate the subscription with immediate effect, without refund of premiums already paid.

16.6. Please note: as soon as you cancel, this is definitive for existing coverage. Reactivating protection for future matters requires a completely new subscription and a full Waiting period of 12 months before any new conflict can be covered.

Article 17 – When does LLex® not (any longer) help a client

- LLex® in principle handles cases governed by Dutch law and/or in which the Dutch court has jurisdiction. For cases with an international character, Article 9 applies. For proceedings (Phase 3) outside the Netherlands, LLex® is currently not available;
- LLex® does not (further) handle your case when the conflict concerns an interest that is higher than € 25,000.00, unless expressly agreed otherwise in writing;
- LLex® does not (further) handle your case if the specific conflict or area of law cannot, in the opinion of LLex®, be handled;
- LLex® does not (further) handle your case if the conflict involves mandatory legal representation and/or in the case of proceedings at second instance (appeal) and/or proceedings before the Supreme Court;
- LLex® does not (further) handle your case if your country of residence or establishment is subject to sanctions, or if LLex® is not permitted by laws or regulations in that country to provide services;
- LLex® does not (further) handle your case if the case entails any form of publicity and/or is followed by the media (newspaper, magazine, news, programme, etc.);

- LLex® does not (further) handle your case if you do not comply with your obligations under the terms and conditions. For example, because you have not given LLex® the opportunity to resolve the conflict with your opposing party without proceedings, while this may, in the opinion of LLex®, be required of you. But also, for example, if you, in the opinion of LLex®, do not cooperate well with the employees of LLex® or if you deliberately give incorrect or incomplete information to LLex®;
- LLex® does not (further) handle your case if there is, in the opinion of LLex®, a conflict of interest;
- LLex® does not (further) handle your case if you deliberately caused the conflict in order to gain an advantage from it (an advantage you would otherwise not have had). For example, if you did something while you should have understood that this would certainly cause a conflict;
- LLex® does not (further) handle your case if you could have prevented the conflict but deliberately did not do so. While you could have done so without this causing you any disadvantage;
- LLex® does not (further) handle your case if you get a conflict because you stand surety for the obligations of others, such as a guarantee or surety. But also if you have taken over a claim or obligation of someone else or if an obligation of someone else has passed to you;
- LLex® does not (further) handle your case if the conflict concerns laws or rules that the government has established or wishes to establish and that apply to everyone;
- LLex® does not (further) handle your case if you have a conflict with LLex®. For example, a conflict about an interpretation of the terms and conditions that is detrimental to you or about the legal assistance. You will then no longer receive legal assistance in that conflict;
- LLex® does not (further) handle your case if the conflict falls under the Waiting period of Article 16;
- LLex® does not (further) handle your case if there is, in the opinion of LLex®, a breach of the fair use policy of Premium+ (Article 15);
- LLex® does not (further) handle your case if the conflict is the result of an epidemic, earthquake, volcanic eruption or a nuclear reaction. A nuclear reaction is, for example, nuclear fusion or radioactivity. It does not matter how the nuclear reaction arose;

17.2. LLex® does not (further) handle your case if the conflict is the result of organised violence (also referred to as 'molestation'). By this LLex® means in any case, but not exclusively:

- domestic unrest: organised violent actions in various places in a country;
- a civil war: organised violence between inhabitants of a country in which a large part of the inhabitants participates;
- a conflict between countries or groups in which military weapons are used, including an action of a peacekeeping force of the United Nations;
- mutiny: an organised action of members of, for example, the army;
- riot: an organised action of a group that is against the government;
- an uprising: organised resistance with violence against the government of a country;
- a terrorist attack, a (flu) epidemic or pandemic, in the broadest sense of the word.

Article 18 – Use of AI and exclusion of liability for AI data breach

18.1. In the performance of its services, LLex® makes use of (generative) AI, automated systems and algorithms. This happens, among other things, for summarising case files, drawing up draft documents, recognising patterns, translations, analysing documents, chat support and improving the quality of the services.

18.2. By making use of the Services, the client expressly grants LLex® permission to process the information, documents, messages and data provided by the client via (whether or not external) AI tools, insofar as this is conducive to the performance of the Agreement and/or the improvement of the services of LLex®.

18.3. LLex® endeavours to make use exclusively of AI suppliers and tools that meet an appropriate security and privacy level, and concludes processing agreements with these suppliers where necessary in accordance with applicable privacy legislation.

18.4. An AI system can produce incorrect, incomplete, outdated or misleading output (so-called "hallucinations"). Statements, drafts or suggestions that are (partly) generated by an AI system are never advice and no rights can be derived from them by the client. The client remains responsible at all times for checking the documents and materials provided by LLex® (see also Article 19).

18.5. LLex® accepts no liability for damage of any nature whatsoever arising from, or connected with, the use of AI or automated systems by LLex® or by its (sub)suppliers, including expressly, but not exclusively:

- data breaches, data breach incidents, unauthorised access, unauthorised processing, loss or corruption of data at an AI supplier or in an AI system;
- the use, recording or (re)distribution by an AI system of data provided by the client for training or model improvement purposes, insofar as this is permitted within the general terms and conditions of the relevant AI supplier;
- incorrect, incomplete or misleading output of AI systems, including so-called hallucinations, incorrect citations, fabricated case law or erroneous legal analyses;
- the temporary or long-term unavailability of AI systems or automated tools of LLex® or its (sub)suppliers;
- consequential damage, reputational damage, lost profit and/or business stagnation as a result of an AI incident.

18.6. By making use of the Services, the client acknowledges that he/she is aware of the inherent risks of AI use and the client accepts these risks. The client indemnifies LLex® against all claims of third parties arising from or connected with the use of AI in the client's case file, except insofar as there is intent or conscious recklessness on the part of LLex®.

18.7. The client is responsible for not (unnecessarily) providing sensitive or special personal data (such as a citizen service number, medical data or criminal data) when this is not strictly necessary for the handling of the case file.

Article 19 – Exoneration – Exclusion of liability

19.1. LLex® works mainly with law students, legal professionals, support staff, automated systems and AI tools. In this way LLex® ensures that you pay nothing to as little as possible for legal assistance. But this also means that errors can be made in the performance of the work. All clients are aware of this, or at least should be, and all clients also accept this risk.

19.2. If a client has provided LLex® with incomplete or incorrect information (in the past), then LLex® is not liable for any damage, of whatever nature, that has arisen, arises or may yet arise from the case.

19.3. It is your responsibility as a client to check all letters and documents drawn up by our firm for correctness and completeness. LLex® never shares letters and/or documents with external parties without your express check and approval. If, after your approval, it turns out that information in the letter or document is incorrect (for example a wrong address), whereby damage arises (for example no default), then we are not liable. You as a client indemnify us against all damage arising from errors that you could have discovered yourself upon checking.

19.4. Liability arising from, or in connection with, the performance of the work, including factually or legally incorrect or delayed advice, is excluded. Damage arising from missing deadlines or similar actions, such as, for example, but not limited to, if LLex® is late in submitting documents or the like, is also excluded.

19.5. If liability is assumed, then this applies only to direct damage. Direct damage consists of (1) the reasonable costs to establish the cause and extent of the damage, (2) the reasonable costs incurred to resolve a deficient performance of LLex®, insofar as this can be attributed to LLex®, and (3) the reasonable costs incurred to prevent or limit the damage. You, or a third party, must then always first demonstrate that the said costs actually led to limitation of the direct damage.

19.6. If liability is assumed, then the liability of LLex® is in any case limited to the amount of the payment by the insurer of LLex® in the relevant case. If and insofar as, for whatever reason, no payment is made under the professional liability insurance, thus also if no payment is made because LLex® simply has no (appropriate) insurance, the liability of LLex® is limited to the fee charged with a maximum amount of no more than € 2,500.00.

19.7. LLex® is never liable for indirect damage, including consequential damage, lost profit, missed savings, damage as a result of business stagnation, reputational damage, etc.

19.8. LLex® bears no liability for damage in connection with the use of its website, app and/or other systems of LLex® and the information thereon, or the impossibility of using the website, app and/or other systems of LLex® and the information thereon.

Article 20 – Indemnification

20.1. LLex®, and the aids or persons that LLex® engages, are indemnified by you and/or a third party against any liability towards third parties who suffer damage through the performance of the work of LLex®.

20.2. If LLex® is held liable by third parties on that basis, then you or a third party are obliged to assist LLex® both out of court and in court and to do without delay everything that may be expected of him or her in that case (for example, but not limited to, acting as a party witness).

20.3. Should you fail to take adequate measures, then LLex® is entitled, without notice of default, to proceed to do so itself. All costs and damage on the part of LLex® and third parties that arise as a result are entirely at your expense and risk.

Article 21 – Complaints procedure

21.1. If you have a complaint about the working method of (an employee of) LLex®, then you must first discuss the complaint with (this employee of) LLex®.

21.2. If the foregoing does not lead to an adequate solution, then you are obliged to make the complaint known to the management of LLex®. You do this by sending the complaint by post to the address of LLex®: Keizersgracht 520 in (1017 EK) Amsterdam, or by submitting it via the app or via support@llex.nl.

21.3. When submitting the complaint, in addition to your personal data, you must also indicate as precisely as possible what you are dissatisfied about and what an appropriate solution would be. You must also provide all data relevant to your complaint.

21.4. The management of LLex® will respond to your complaint as soon as possible.

Article 22 – Cancelling, discontinuing or withdrawing an assignment

22.1. The right of withdrawal and the cooling-off period within the meaning of consumer law do not, in principle, apply to the Services, as further elaborated in Article 10.

22.2. The withdrawal period does not apply to cancelling or discontinuing an ongoing assignment where LLex® has already begun performing its work.

22.3. When cancelling or discontinuing an ongoing assignment, (part of) the project sum may be refunded. After receipt of payment or formal approval for the assignment, LLex® begins without delay with starting up the case file. This includes creating the case file, reading through received messages or documents and entering data. These initial activities always take at least 1 hour. If the assignment is withdrawn or cancelled within 2 hours of approval or payment, the project sum is refunded minus 1 hour of work. If the assignment is cancelled after 24 hours, LLex® is usually engaged in drawing up and/or writing documents, discussing the case file with employees, reading through documents and/or preparing letters or emails to request any missing information. In this case the project sum is refunded minus at least 3 hours of work (1 hour for initial activities + 2 hours extra). If the assignment is withdrawn or cancelled after 48 hours, then 7 hours have already been worked on the project. This includes a wide range of activities such as further document management, communication preparation, and substantive case file processing. In the event of cancellation after 48 hours, the project sum is refunded minus 7 hours of work. In the event of cancellation after 7 days, the project sum is refunded minus 11 hours of work. The hourly rate is € 200 excluding VAT for private individuals and € 250 excluding VAT for business clients.

Article 23 – Use of the LLex® app

23.1. To use the app, you must have a device with an internet connection. The costs for this are at your own expense.

23.2. It is prohibited to modify, copy, damage, overload, disrupt the app or to hinder the use and functioning of the app.

23.3. Commercial use of texts and data originating from or displayed on the app, including but not limited to screen scraping, is not permitted.

23.4. LLex® reserves the right to adjust the app at any time, to change or delete data, to limit the use of the app, or to deny you access to the app wholly or partly, temporarily or permanently.

23.5. You cannot derive any rights from the texts, data and information stated in the app.

23.6. By using the app, you declare that the use and installation of the app is at your own risk, that the app is made available to you "as is", that LLex® cannot guarantee that the app meets your expectations, that LLex® cannot guarantee that the app will be free of errors, defects, bugs, viruses, incorrect information and/or available without interruptions, that LLex® cannot guarantee that the information in the app is complete, correct and/or up to date, and that LLex® cannot guarantee the security of the app.

23.7. LLex® may regularly release updates for the app. Updates include, among other things, improved functionalities, patches, bug fixes and plugins. You agree to receiving and installing automatic updates of the app.

23.8. LLex® is not obliged to support older versions of the app and cannot guarantee the operation and availability thereof.

23.9. You can terminate the use of the app by removing the app from your device, no longer using the app or uninstalling it.

23.10. All intellectual property rights with respect to the app, including but not limited to the copyrights on the app as well as all texts, images and other content in the app, are and remain vested in LLex® or its licensors.

23.11. You obtain only a personal, revocable, non-exclusive, non-sublicensable and non-transferable right to use the app and all content contained therein for your own use, with due observance of the terms and conditions.

23.12. You must refrain from any act that infringes the intellectual property rights of LLex® and its licensors, or hinders, harms or endangers them. For example, it is not permitted to copy or reproduce the app and the content of the app without the prior written permission of LLex®.

23.13. LLex® is not liable for direct or indirect damage arising from or connected with the installation (downloading) and/or use of the app and/or the impossibility of (de)installing or using it. Indirect damage means, among other things, but not exclusively, consequential damage, reputational damage, damage as a result of business stagnation, system/computer failures, loss and/or corruption of data, lost profit and turnover, loss of customers, reduced goodwill and missed savings.

23.14. In the event that it were to be legally established that LLex® is not entitled to rely on the limitation of its (direct) liability, the total direct liability of LLex®, on whatever ground, towards you as a result of or connected with the installation and/or use of the app is limited to an amount of € 500 (in words: five hundred euros) per calendar year for all events that occur in the relevant calendar year.

23.15. Any advisory reports that you receive (free of charge) are general in nature and based on the information provided by you. They do not constitute tailor-made legal advice and no agreement for services.

23.16. The chat function offers low-threshold contact with legal professionals. All answers are informative and without obligation. No assignment or legal assistance arises unless this is expressly agreed in writing.

23.17. All work (including the investigation phase (Phase 1), the correspondence phase (Phase 2) and the judicial phase (Phase 3)) are best-efforts obligations. We make maximum efforts, but never give guarantees of result. Predictions, estimates, expectations or statements about possible outcomes are always subject to reservation and never an enforceable promise or obligation of result.

23.18. It is your own obligation to keep your case file in the app complete and up to date. You must upload all (new) documents in time and add all events, correspondence or changes to your calendar in time. With each upload you always add a sufficiently clear description, so that the content is clear and usable for us. You are yourself obliged to inform us in time and in full about all facts, changes, new developments and received documents. Failing to upload (in time), the absence of descriptions or keeping the case file incomplete is entirely at your own risk.

23.19. You must always check all received advice, letters, documents and procedural documents yourself. We accept no liability if something has been overlooked or incorrectly interpreted.

Article 24 – Applicable law, arbitration and disputes

24.1. Dutch law applies exclusively to all legal relationships with LLex®, with the exclusion of conflict-of-law rules that would lead to the applicability of another legal system.

24.2. The parties undertake, before initiating any (judicial or arbitral) proceedings, to first go through the complaints procedure of Article 21 and to make every effort to settle the dispute by mutual consultation.

24.3. All disputes arising from or connected with the Agreement and/or these terms and conditions, including disputes about the existence and validity thereof, will be settled by arbitration in accordance with the arbitration regulations of the Netherlands Arbitration Institute (NAI). The arbitral tribunal will consist of one (1) arbitrator. The place of arbitration is Amsterdam. The language of the arbitration is Dutch. The arbitral tribunal decides according to the rules of law.

24.4. In derogation from the foregoing, LLex® is free to submit collection claims and/or claims to obtain provisional or protective measures to the competent government court.

24.5. Insofar as mandatory (consumer) law opposes the arbitration clause agreed above, that mandatory regime applies. In that case, the Zeeland-West-Brabant District Court, Breda location, has exclusive jurisdiction to take cognisance of disputes with LLex®, without prejudice to the right of a consumer to choose, within one month after LLex® invokes this clause in writing, the court that has jurisdiction under the law.

24.6. You cannot appeal to the court or arbitrator before you have gone through the complaints procedure as described in these terms and conditions and the parties have made every effort to settle the dispute by mutual consultation.

For questions about these terms and conditions, the customer service of LLex® can be reached on Mon, Tue, Wed, Thu, Fri, Sat and Sun from 10:00 to 19:00 via our app.

Privacy Policy

Last updated on 15 May 2026

You share your personal data with LLex® if you contact LLex® or if LLex® contacts you within the framework of its services. In this statement you can read how LLex® handles your data and your privacy. This privacy policy applies worldwide to all users of our services, with due observance of locally mandatory privacy law. For clients in the European Union, the General Data Protection Regulation (GDPR) applies in addition.

Controller

The controller for the processing of your personal data is LLex® Rechtsbijstand, established at Keizersgracht 520 in (1017 EK) Amsterdam, The Netherlands, Chamber of Commerce 73551384. For questions you can contact us via support@llex.nl or via our app.

Definition of personal data and 'processing'

Processing is a legal concept and it concerns everything that LLex® can do with your data: collecting, recording, storing, changing, requesting, consulting, using, transmitting and linking data. Personal data is all data that LLex® can connect with you. You share personal data with LLex® if you are a member of LLex® or if you have contact with LLex® for other reasons.

Special personal data

In some cases LLex® will receive special personal data. Special personal data is data that is so sensitive that its processing can seriously affect someone's privacy. Think of ethnic origin, criminal data, biometric data or the citizen service number (or comparable national numbers in other countries). LLex® handles this data with the utmost confidentiality. We request that you only provide this data when it is strictly necessary for the handling of your case file.

How does LLex® obtain your data?

LLex® can obtain your personal data in various ways. In most cases LLex® receives data directly from you, because you provide it to LLex® yourself. The recording of personal data is often unavoidable in the performance of the services of LLex®. LLex® can also use data from public sources such as the Chamber of Commerce (or comparable foreign registers), but also from trade information bureaus or other external parties.

Application and performance of services of LLex®

When applying for services you provide LLex® with data. LLex® records this data. This data is, for example, your name, address, email address, telephone number, date of birth or account number. When performing services, LLex® also receives personal data in order to be able to provide good legal assistance. That is therefore also data of your opposing party, but for example also of any witnesses or other third parties involved in the conflict between you and the opposing party. Some of the data that LLex® records is special personal data.

Data when you have contact with LLex®

LLex® can also record data if you contact LLex®. For example if you seek contact via the app, whether or not by means of the recording of cookies. Your permission is requested for this.

Processing via (generative) AI

For the performance and improvement of our services, LLex® makes use of automated systems and (generative) AI tools. In doing so, data provided by you may be processed, for example to analyse documents, make summaries, carry out translations or draw up draft letters.

Where possible, LLex® makes use of business AI environments that do not use your data for training general models, and concludes appropriate processing agreements with its AI suppliers. The liability of LLex® for (data) incidents in AI systems is regulated in the general terms and conditions, in particular in Article 18.

You have the right to object to automated decision-making with legal consequences. LLex® does not make decisions with legal consequences solely on the basis of automated processing; legal professionals substantively review all outcomes of AI before action is taken on them.

Supporting services

For the provision of the services, LLex® makes use of third parties, such as IT suppliers, software, hosting parties, AI suppliers, social media providers, marketing agencies, payment providers, etc. LLex® makes good arrangements with such parties before they gain access to the data. They are obliged to protect the data and may only process it in accordance with the instructions of LLex®.

Other websites

In the app you may find hyperlinks to websites of third parties. LLex® cannot bear responsibility for the handling of your data by those parties. For this, read, if present, the privacy policy of the relevant organisation or website.

For what purpose does LLex® use personal data?

LLex® needs personal data for a proper performance of the services. With your personal data LLex® can, for example, contact you. The data that LLex® has received itself can be supplemented with data from public sources.

Telephone conversations and chat conversations can be recorded and stored by LLex® for certain purposes. Sometimes it is necessary to record a conversation to properly document oral arrangements and to be able to provide evidence thereof. Sometimes LLex® records conversations to evaluate or improve the quality of the services or for training, coaching and assessment purposes. The lawful basis for collecting this data is in some cases the agreement and in other cases the legitimate interest of LLex® to safeguard and improve the quality of the services.

LLex® also uses data for research, for product improvement and improvement of the services. Those analyses bring LLex® new ideas and better solutions. In this way LLex® can resolve the cause of complaints even better, improve pages, functions and/or forms in the systems of LLex® and speed up processes. In this way LLex® can better develop new services and improve existing services.

LLex® takes the necessary technical and organisational measures to protect your personal data against loss and unlawful use. Employees of LLex® and any third parties who can take cognisance of the data recorded by LLex® are bound to confidentiality of this information. Only authorised personnel may inspect and edit data. LLex® invests continuously in the knowledge and awareness of its employees with respect to your privacy and also screens its employees before they can access your case file.

Grounds for processing

LLex® processes your personal data on one or more of the following grounds: (a) the performance of the agreement with you, (b) a legal obligation, (c) a legitimate interest of LLex® or a third party (such as improving our services, fraud prevention and safeguarding quality), or (d) your consent, insofar as it is necessary. When we rely on your consent, you can withdraw it at all times, without this affecting the lawfulness of the processing prior to the withdrawal.

Options and Rights

You can submit a request to LLex® for access to, rectification, restriction or deletion of the personal data that LLex® processes of you. In addition, you can object to the fact that LLex® processes your data or submit a request to transfer your data.

If you have granted LLex® permission to process your personal data, you can withdraw this permission. Then send your request as a letter, with as an attachment a copy of a valid identity document (whereby you may make your citizen service number or comparable national identification number and passport photo illegible) to:

LLex® Rechtsbijstand, Privacy Department

Keizersgracht 520

1017 EK Amsterdam

The Netherlands

Or digitally via support@llex.nl.

LLex® will send you a response to the request as soon as possible. You can also use this address if you have a complaint about the way in which LLex® handles your personal data. For more information or complaints about privacy, you can also contact the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl) or, if you live in another EU country, the competent supervisory authority there.

Retention periods

LLex® does not retain your data longer than necessary for the purposes for which your data was obtained and further processed, unless the law obliges LLex® to retain data longer. Every business is, for example, legally obliged to retain its administration for seven years (tax retention obligation). After expiry of the retention period, your personal data is deleted or anonymised, in such a way that it can no longer be used and is no longer accessible. LLex® uses anonymised data after expiry of the retention period only for historical, statistical or scientific purposes.

Provision to persons or bodies in other countries

LLex® is internationally active and can transfer personal data to persons or bodies in other countries, including countries outside the European Economic Area (EEA). For example, if this is necessary for the services (such as with international case files or when using AI or cloud suppliers in other countries) or if LLex® is obliged to do so on the basis of laws and regulations. The legislation does not offer the same degree of protection of personal data in all countries. LLex® ensures that adequate security provisions are in place before the data is transferred, for example by making use of Standard Contractual Clauses (SCCs) of the European Commission, an adequacy decision or comparable legal safeguards.

Legal obligations

Only when LLex® is legally obliged to do so does LLex® provide personal data to supervisors, tax authorities and investigative bodies. In all cases LLex® will take appropriate measures to safeguard the confidentiality and security of the data as much as possible.

Data breaches

A data breach is a breach of the security of personal data. LLex® is obliged to report a data breach to the Dutch Data Protection Authority and to those whose data it is and/or those who use it. That obligation does not apply when it is unlikely that the breach entails a risk to the rights and freedoms of the persons/businesses concerned. Data breaches are always registered and assessed internally at LLex®.

We point out that the general terms and conditions of LLex®, in particular Article 18, contain an exclusion of liability for damage arising from data breaches or comparable incidents at or via AI or cloud suppliers, except insofar as there is intent or conscious recklessness on the part of LLex® itself. This contractual exclusion does not affect the statutory reporting obligations and your rights as a data subject under the applicable privacy legislation.

Questions or comments

Do you have questions or comments about the privacy policy? Address them to the management of LLex®, established at Keizersgracht 520 in (1017 EK) Amsterdam, or via support@llex.nl.

Changes

LLex® reserves the right to unilaterally make changes to this privacy policy, for example due to new developments, online services or to safeguard conformity with laws and regulations.

For questions about this privacy policy, the customer service of LLex® can be reached on Mon, Tue, Wed, Thu, Fri, Sat and Sun from 10:00 to 19:00 via our app.