Smoobu UX Research terms and conditions

Smoobu GmbH (“Smoobu”, “We”) wants to perform one or several User eXperience studies (“UX”) with you. By default, all types of studies are conducted in English, if not aligned differently.

We provide participation compensation to you. For your participation in UX sessions and after fulfilling all given instructions, provided to you upfront via email, you receive an **Amazon voucher amounting to the communicated amount in our respective e-mail** which will be sent to you by email after successful completion of your UX session and post-interview survey within 10 working days. For redemption of such a voucher and any data processing please see the applicable terms of the respective provider mentioned in the email sent to you.

Depending on what has been communicated in written form (email sufficient) or verbally (via call, subsequently made note of and confirmed via email), the following UX sessions, or a combination, might take place:

A. UX sessions

1. **Interview:** We would have an online meeting via a video conferencing tool (e.g. Zoom or GoogleMeet or similar).
    a. Interviews last between 15 - 60 min. The anticipated length will be communicated upfront.
2. **Usability test:** We would like to observe how you interact with a platform or a mockup. While being connected via any video conferencing tool, We would see and hear each other, and share screens. In particular, We would be able to see your screen while you would accomplish certain tasks. This methodology is very common in the UX world and helps researchers to better understand how clients are interacting with a product, or how they react to new developments.
    a. Usability tests last between 30 - 75 min. The anticipated length will be communicated upfront.
    b. Your internet-enabled device with which you attend undisturbed (in a quiet environment) the sessions and conduct the usability test needs to have a camera showing you, a microphone, speakers or headset.
    c. Usability tests will be recorded. This includes your desktop and every information on it during the ongoing sessions being logged in to the online research tool. Furthermore, the conversation between the participant and the researcher guiding you through the product test as well as the participant personally in front of the camera will be recorded for the later internal analysis of the sessions.
3. **Survey:** potentially, We will invite you to participate in surveys asking you a couple of dedicated questions.

a. Surveys vary between 2 - 15 min.

4. **Diary studies:** a diary study would consist of regular reporting through a form. This regularity can either be on our behalf (every day / week, etc.) or whenever you interact with a product at your own pace. The details of further instructions t as well as the scope of each diary study which can vary, depending on the objective of the study, and the exact allowance will be individually clarified upfront.
5. **Consent:** By participating in this research, I consent to having my voice and video recorded during these sessions. I understand that these recordings will be used to create pseudonymized transcripts and afterwards will be reviewed by the research team for the purpose of evaluating and improving the product. The recordings will be kept confidential and will not be shared with anyone outside of the research team.

B. General rules

1. For all types of UX studies, rule number one: **there are never any wrong answers in User experience studies**. The most important thing for the researcher is that the participant acts naturally and authentically, so we see what is happening in the real world.
2. **We take good care of your personal information.** By agreeing to these terms and conditions, you provide your consent to Smoobu that your personal data provided by you as a participant will be stored and processed for the given purpose of conducting the UX session. Furthermore, you agree to be recorded during the UX session and to use the recordings in whole or in part only for the purpose of internal analysis within Smoobu. Any of your personal data including the recording will be shared with any third party. Your consent is granted on a voluntary basis and can be revoked at any time with effect for the future by sending an email to privacy@hometogo.com. Such withdrawal shall not affect the lawfulness of processing. Further information on the processing of your personal data by Smoobu may be found in Smoobu's dedicated Privacy Policy www.smoobu.com/en/privacy-policy/. Any data processing of the research online tool or the video meeting tool you can find the respective Privacy Policy when registering your account there or logging in after getting the invite to such a tool.
3. **For all types of UX sessions, you have the right at any given moment to interrupt or stop those.** In particular for usability studies, when screen sharing is on, you have the right at any given moment to stop the screen sharing, especially when you have the feeling that the data you might fill in is not comfortable. Keep in mind that the whole test session solely serves the purpose of learning from your behavior in order to improve the product..
4. **We will let you know as soon as possible after receiving your approval to take part if you are chosen to attend the Smoobu research, and what kind of UX session (s) is applicable.** The final decision about the choice of participants is on Smoobu´s sole discretion and depends on different criteria.

Stand: 01.09.2025