

lumi Data Contribution Terms

Version 1.1 · Effective 11 September 2026

These terms are accepted once, by an Admin, on behalf of the contributing organisation. They govern how your organisation's data is used in the lumi benchmarking community. The full Data Sharing Agreement (DPA) expands on these terms and is available to download for your legal or data-protection team.

What you contribute

- Organisation-level reward data: policies, practices and aggregate figures.
- No employee-level or personal data is requested, required, or knowingly stored. Don't submit personal data in free-text fields.

How your data is used

- Your answers are combined into anonymised, aggregated benchmarks.
- **Suppression rule:** no aggregate is ever shown unless at least 5 organisations contribute to it. Your individual answers are never shown to any other member.
- Peer groups are described by attributes (industry, size band); contributing organisations are never named to other members.

Where your data lives

- Data is hosted in the EU/UK and never transferred outside without equivalent safeguards.
- Your data is never sold, never shared with third parties for their own use, and never used to train external AI models.

What we ask in return

lumi is a give-to-get community: the benchmark exists only because members contribute to it, so contributing is a condition of reading it.

- **80% within 30 days.** Answer at least 80% of the reward questions your organisation can be shown — 80% in every area, not only overall — within

30 days of your access starting. Access starts when an Admin accepts these terms, not at sign-up, so setting up does not eat into the 30 days.

- **"Not applicable" and "Don't know" count as answers.** Neither is included in any median, so 100% is reachable for a policy your organisation does not have. Only a question you have skipped entirely is incomplete.
- **The same applies during a free period.** Where membership is free for an introductory period, this commitment applies in that period exactly as it does on a paid subscription.
- **Annual reconfirmation.** Each answer carries a review cadence. Once an answer falls due you will be told in the platform and by email, and you then have a grace period of at least 60 days to confirm it is still correct. Confirming is a single action for everything outstanding at once.

What happens if it is not met

- **Your benchmark closes.** If the 30 days end with your submission short of 80%, or if answers remain unconfirmed past their grace period, access to the benchmark closes: your market position, comparisons, signals, exports, board packs and shared dashboards all stop being available. This applies whether or not your organisation is paying, and whether or not it is in a free period.
- **Nothing is deleted.** Your submitted data, your saved work, your account and your organisation's settings are untouched. You keep access to your own data and can export it at any time.
- **It is always recoverable.** Completing your submission, or confirming the outstanding answers, re-opens everything immediately. There is no charge and no further step to reinstate access, and no earned status is lost.
- **Your contribution keeps counting while you are locked out.** Data you have already submitted continues to feed other members' benchmarks during any period when your own access is closed. Reward policy changes slowly, and removing records on a calendar trigger would thin the peer groups everyone relies on. If you want your data out of the pool, that is a deletion request (below), not a consequence of a missed deadline.

Your rights as a member

- You can export your organisation's own submitted data at any time ("My data").
- You can ask lumi to delete your organisation's data. On request, or when a membership ends, your data is removed from every benchmark immediately and your records are permanently deleted after a 30-day grace period, during which the request can be reversed.
- Certain records are retained after deletion where we are required to keep them: billing and order records for the statutory period, and our own administrative audit log. These never include your reward answers.
- Aggregates already published to other members (which never identify you) are not recalled.

Your commitments

- Submitted data is accurate to the best of your organisation's knowledge.
- You have your organisation's authority to contribute it.

Term

- These terms apply while your organisation is a member and survive for data retention/deletion obligations afterwards.
- Governing law: England and Wales.

The acceptance of these terms is recorded (organisation, accepting Admin, date, version) and constitutes the organisational agreement.

Changes in version 1.1 (11 September 2026): states the contribution commitment (80% within 30 days, and annual reconfirmation), what happens to access if it is not met, that access is always recoverable and nothing is deleted, that contributed data continues to feed other members' benchmarks during a lockout, and the 30-day reversible grace period before deletion.

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