



Terms of use/disclaimer

Chatbot of the University of Vienna

1. General information

These terms of use/this disclaimer apply/applies to the use of the Chatbot of the University of Vienna (hereafter “Chatbot”) exclusively. The use of the Chatbot is free of charge. In these terms of use, the user is defined as the person using the Chatbot.

2. Functions, content and guarantees

- 1) The Chatbot provides information about different topics that are found and generated through user input and the underlying algorithm. For system-related reasons, we cannot guarantee for the accuracy of the information provided. The service aims to provide noncommittal information and does not replace the necessity to independently obtain information from the responsible units at the University of Vienna. The functionality of the Chatbot cannot be guaranteed.
- 2) The University of Vienna’s Chatbot offer is non-binding. The use of the Chatbot involves input by the user and confirmation via a button.
- 3) Furthermore, the user guarantees to the University of Vienna a proper and lawful use of the Chatbot.

3. Liability

- 1) The information provided by the Chatbot is not binding and the University of Vienna does not ensure the accuracy of any data provided by the Chatbot. The University of Vienna assumes no responsibility or guarantee for the timeliness, accuracy or completeness of the information provided.
- 2) The University of Vienna expressly reserves the right to modify, add or delete individual or all services without notice, or to discontinue the service temporarily or permanently. The University of Vienna provides no guarantee for the uninterrupted accessibility of the service. The University of Vienna is not

obliged to provide the Chatbot for a certain period of time. The user has no claim on the use of the Chatbot. The University of Vienna may terminate the service at anytime.

- 3) The University of Vienna, its organs, employees, affiliated companies and representatives do not accept any liability regarding the use of the service or the non-provision of the service, including its results.
- 4) The University of Vienna is not liable for any links that the Chatbot creates, provides or makes available to the user in any other form.

4. Other

- 1) Austrian substantive law applies. The applicability of cross-referencing norms of the Private International Law Act (IPRG), cross-referencing norms of any other legal system as well as the UN Convention on Contracts for the International Sale of Goods (CISG) is excluded.
- 2) All servers used to operate the Chatbot are located in the European Union.
- 3) The sole place of jurisdiction for all disputes arising from the use of the Chatbot is the court responsible for 1010 Vienna.
- 4) Should one or more provisions in these terms of use be or become invalid, or should the terms of use contain no regulation for a specific case, the validity of the remaining provisions will not be affected.
- 5) For further information about the processing of personal data, please read the Privacy Policy of the University of Vienna at <https://www.univie.ac.at/en/imprint/>.