Chatbot Terms of Use

The following terms of use are intended to inform users of the limitations and guidelines for using the artificial intelligence chatbot ("AI Chatbot") available on the website https://ceramics.lamberti.com (the "Website"), owned by Lamberti S.p.A. ("Lamberti").

The User is defined as the person using the AI Chatbot on the Website (hereinafter, the "User" or "Users"), made available by Lamberti S.p.A. ("Lamberti"). Please read these Terms of Use (the "Terms") carefully before interacting with the AI Chatbot.

General Information

The AI Chatbot available on this Website is an automated Artificial Intelligence (AI) system that does not involve any fully automated decision-making processes. It is based on the ChatGPT platform and technology developed by OpenAI. It is designed to provide assistance 24/7, particularly to answer questions free of charge, offer general support, assist Users, and provide information based on the Website's content, including but not limited to: Lamberti product catalog, technical specifications, TDS, and application information (collectively referred to as the "Service").

If the User does not accept these Terms, they must not use the AI Chatbot. They may always contact Lamberti S.p.A. to interact with a human representative instead.

Use of the Website — including mere access — and use of the AI Chatbot implies full knowledge and acceptance of the Terms in effect at the time of use.

User Use of the AI Chatbot

Please note that all responses provided are automatically generated and do not replace professional advice. Use of the AI Chatbot is intended for individuals aged 18 and older. If the User is under 18 (or the age of majority in their place of residence), they may only use the AI Chatbot under the supervision of a parent or legal guardian who agrees to be bound by these Terms of Use and takes full responsibility for the actions or omissions of such User in relation to the AI Chatbot.

While Lamberti strives to provide accurate and precise information via the AI Chatbot, it does not guarantee:

- the accuracy, completeness, or timeliness of the information provided;
- that the Chatbot will understand your request and provide correct answers/information;
- flawless operation of the Chatbot or that it will be free from errors or limitations;

- that the Chatbot will always function properly and provide accurate information.

Disclaimer of Warranties and Limitation of Liability

Despite its efforts to provide accurate information via the AI Chatbot, Lamberti cannot guarantee the correctness, completeness, or timely updating of such information and therefore cannot ensure that its content is accurate, up-to-date, or relevant to the User's specific case.

Lamberti (including its affiliates) does not provide or acknowledge any warranty (express, implied, statutory, or otherwise, to the extent permitted by law) to the User in relation to the Service or its outputs. Lamberti does not guarantee error-free performance of the AI Chatbot. In the event of errors or anomalies, Users are encouraged to report them to Lamberti.

Responses generated by the AI Chatbot are automatically produced and do not constitute, nor can they replace, professional advice in technical, legal, financial, or any other field.

Users are always advised to exercise appropriate oversight and adopt adequate safeguards to mitigate potential risks associated with AI usage, including impacts on fundamental rights, health, or personal safety.

Lamberti (including its affiliates) disclaims all liability for errors, omissions, direct or indirect damages, or reliance by the User arising from the use of the information and content provided by the AI Chatbot.

Lamberti expressly reserves the right to modify, add, or remove any or all features of the AI Chatbot without notice or to suspend or permanently discontinue the AI Chatbot.

By using the AI Chatbot, the User expresses their understanding and acceptance of these Terms, especially the disclaimer clause.

If the User disagrees with the disclaimer, they are advised not to use the AI Chatbot.

Intellectual Property

The content provided through the AI Chatbot, including texts, product catalogs, technical specifications, and logos, is the property of Lamberti, which makes the Service available.

Changes to the Terms

Lamberti reserves the right to amend these Terms at any time. Changes will take effect immediately upon being posted on the Website associated with the AI Chatbot.

Interruptions

Users may decide to stop using the AI Chatbot at any time.

In any case, Lamberti reserves the right to terminate access to the AI Chatbot at its sole discretion, for any reason and at any time.

User Obligations and Responsibilities

Users of the AI Chatbot are solely responsible for their interactions and reliance on the information provided. It is important to interpret the information carefully and use discretion when acting based on AI Chatbot responses.

The outputs should never be considered absolutely certain, but rather as part of a decision-making process supplemented by human review. In particular, Users must verify all outputs against the documentation made available by Lamberti, as they would with traditionally obtained information.

Each User is responsible for verifying the accuracy and reliability of outputs before using them and must not rely on them for any decisions or actions.

The User agrees to:

- not post, send, or share defamatory, offensive, threatening, illegal, racist, discriminatory, obscene, or otherwise inappropriate content through the AI Chatbot;
- not use the AI Chatbot for illegal or immoral activities;
- not attempt to compromise the security of the AI Chatbot or access confidential information related to the Service;
- not copy, distribute, modify, reverse engineer, decompile, or attempt to extract the source code of the AI Chatbot or any part of it without prior written consent from Lamberti.

Privacy and Data Security

Lamberti, as the data controller ("Controller"), informs the User that use of the AI Chatbot does not involve the provision or processing of personal data.

Users are therefore advised **not** to enter any personal data (e.g., name, surname, email address) into the AI Chatbot. If personal data is entered accidentally or voluntarily, the Controller informs the User

that such data will be processed in accordance with Regulation (EU) 2016/679 (GDPR) and applicable national laws.

In particular, the Controller informs the User that any personal data provided will be processed for the sole purpose of responding to their request for information, in accordance with Article 6.1(b) GDPR (pre-contractual or contractual measures). Personal data will not be stored.

Input and output data from the AI Chatbot may be processed by the Controller to improve the results and content of the service.

For more information, please refer to our privacy notice available at:
https://www.lamberti.com/info/privacy.html

The Controller prioritizes the privacy and security of Users' information. Therefore, Users are advised not to share special category data, confidential information, or any personal data while using the Service.

By using the AI Chatbot, the User confirms they have read and understood the data processing information explained above.

Contact Information

For further information, Users are invited to contact Lamberti at:
ceramics@lamberti.com