

**RULES**  
**FOR THE USE OF THE CHATBOT ON THE KDPW\_CCP S.A. WEBSITE**

**Chapter 1**

**GENERAL PROVISIONS**

**§ 1**

1. These Rules ("Rules") set out the rules for using the Chatbot Service ("Chatbot", "Service") available at <https://www.kdpwccp.pl>.
2. The Rules also constitute the rules for the provision of electronic services referred to in Article 8 of the Act of 18 July 2002 on the Provision of Electronic Services (i.e. Journal of Laws of 2024, item 1513, as amended).
3. The Service Provider is: KDPW\_CCP S.A. with its registered office in Warsaw, ul. Książęca 4, 00-498 Warsaw, KRS 0000357452, NIP 7010237032. ("Provider").
4. The Rules are made available by publication on the website <https://www.kdpwccp.pl> in a manner enabling their retrieval, reproduction and recording.

**§ 2**

For the purposes of the Rules, the following terms shall have the following meaning:

- 1) Website – the Provider's website available at <https://www.kdpwccp.pl>,
- 2) User – any natural person using the Chatbot,
- 3) Chatbot – a feature of the Website enabling the User to conduct an automated text conversation in real time in order to obtain answers regarding services provided by KDPW\_CCP S.A. and information available on the website <https://www.kdpwccp.pl>,
- 4) Logs – technical data and content of queries directed to the Chatbot and Chatbot answers, recorded in connection with the provision of the Service, to the extent described in the Rules.

**Chapter 2**

**SCOPE AND NATURE OF THE SERVICE**

**§ 3**

1. The Chatbot is used to answer Users' questions regarding services provided by KDPW\_CCP S.A. and information available on the website <https://www.kdpwccp.pl>.
2. The Chatbot uses artificial intelligence solutions to generate answers to Users' questions. Answers are provided based on information processed from the Website and other information and documents made available for processing in the Service.
3. The use of the Chatbot involves the risk of obtaining inaccurate, incomplete or statistically generated content. Chatbot answers are generated automatically and may contain inaccuracies, simplifications or other errors. The Chatbot may not take into account the full context and does not guarantee that answers are complete and up to date.
4. The Chatbot is for informational purposes only, it does not provide advisory services, in particular legal, tax, investment or technical advice.

5. The User should verify the Chatbot's answers against the content of the Website or contact the Provider through another channel.

### **Chapter 3**

#### **RULES FOR USING THE CHATBOT**

##### **§ 4**

1. The use of the Chatbot is voluntary and free of charge. The User shall bear the costs associated with the use of the Internet, which is necessary for the proper functioning of the Service.
2. The User undertakes to use the Chatbot in accordance with the law, good manners and the Rules, in particular:
  - 1) not to provide unlawful content,
  - 2) not to send content that infringes the rights of third parties (e.g. personal rights, copyrights),
  - 3) not to take any action that disrupts the operation of the Chatbot or the Website (e.g. automatic polling, circumventing limits, technical attacks),
  - 4) not to use the Chatbot to send spam, mass gather information or perform other activities inconsistent with the purpose of the Service.
3. The User is solely responsible for the content they enter into the Chatbot. The User should not provide any data in a conversation with the Chatbot that goes beyond what is necessary to ask a question. In particular, it is prohibited to enter the following into the Chatbot: personal data, health data, passwords, one-time codes, payment card numbers, financial data, confidential or legally protected information.
4. If any sensitive data is entered into the Chatbot, it will be processed in accordance with the rules for processing Logs.

### **Chapter 4**

#### **SECURITY**

##### **§ 5**

1. The Provider shall apply technical and organisational measures appropriate to the nature of the Service and the risks involved.
2. The Provider may take measures to mitigate the risk of fraud, such as filtering content, limiting the number of queries, blocking connections or temporarily restricting access to the Service.

### **Chapter 5**

#### **TECHNICAL CONDITIONS FOR USING THE SERVICE**

##### **§ 6**

1. The following are required to use the Chatbot:
  - 1) a device with Internet access,
  - 2) an up-to-date web browser that supports JavaScript and cookies and real-time communication mechanisms,
  - 3) HTTPS protocol enabled.
2. The Provider does not guarantee the correct operation of the Chatbot if the User's technical requirements are not met or if there are disruptions in Internet access.

**Chapter 6****LOGS AND USE OF QUERY CONTENT****§ 7**

1. In connection with the provision of the Service, the Provider may record and store Logs, including the content of User queries and the content of Chatbot answers.
2. Logs may be used by the Provider solely for purposes related to the functioning of the Service, in particular:
  - 1) ensuring the operation, quality and development of the Service (including error diagnostics),
  - 2) ensuring ICT security, preventing fraud, detecting unauthorised access attempts and protecting against spam,
  - 3) establishing, investigating or defending claims,
  - 4) fulfilling the legal obligations incumbent on the Provider.
3. The Provider shall not use the content of queries in a manner that leads to their disclosure to unauthorised persons, nor shall it publish content attributed to a specific User.

**Chapter 7****PERSONAL DATA AND PRIVACY****§ 8**

1. The use of the Service does not require the User to provide any personal data.
2. When using the Chatbot, the following data may be processed: the content of queries and conversations with the Chatbot, the User's IP address, information about the device and browser, cookies and similar technologies, data on the use of the service. This information may enable the identification of the User and thus constitute the User's personal data within the meaning of Article 4(1) of the GDPR.
3. Detailed information on the processing of personal data, including the Controller, legal basis, and rights of individuals, can be found in the Privacy Policy available on the Provider's website.

**Chapter 8****PERMITTED USE OF CONTENT****§ 9**

1. The content of Chatbot conversations and the solutions used in the Chatbot may be subject to copyright, database rights or other intellectual property rights.
2. The User may use the content of conversations with the Chatbot only to the extent permitted and in accordance with the intended purpose of the Chatbot, without the right to:
  - 1) mass copying, extraction and reuse of content,
  - 2) using Chatbot answers to train models or build competitive solutions through automatic downloading (scraping) – unless the Provider agrees to it.
3. The above does not limit the User's rights under mandatory provisions of law.

**Chapter 9****PROVIDER'S LIABILITY**

**§ 10**

1. The Provider shall exercise due diligence to ensure that the Service operates properly, but does not guarantee its uninterrupted availability. Interruptions related to maintenance, updates or other technical work are possible.
2. Due to the nature of the Service, the Provider shall not be liable for the consequences of using Chatbot answers without verifying them against the content of the Website or at the source.

**Chapter 10****COMPLAINTS****§ 11**

1. The User may submit complaints regarding the operation of the Service to the following e-mail address: [ccp@kdpw.pl](mailto:ccp@kdpw.pl) or in writing to the address of the Provider's registered office.
2. The complaint should include at least: a description of the problem, the date and approximate time of occurrence, information about the device and browser used, and contact details enabling a response.
3. The Provider shall consider the complaint within 14 days of its receipt; in particularly complex cases, the Provider may extend the deadline, informing the User thereof and indicating the expected response date.

**Chapter 11****FINAL PROVISIONS****§ 12**

1. The Provider may amend the Rules, in particular for reasons such as: changes in the terms and conditions of the Service, changes in the law, changes in the functionality of the Service, technical or security considerations.
2. The Provider has the right to amend the Rules. The amendments shall enter into force no earlier than 5 days after the amended text of the Rules has been made available on the website <https://www.kdpwccp.pl>. If the User does not accept the amendments, they should cease using the Service.

**§ 13**

1. In matters not covered by the Rules, the provisions of Polish law shall apply.
2. The Provider can be contacted:
  - 1) by e-mail at: [ccp@kdpw.pl](mailto:ccp@kdpw.pl)
  - 2) in writing at the address of the Provider's registered office: KDPW\_CCPS.A., ul. Książęca 4, 00-498 Warsaw.