

CYTA CHATBOT TERMS OF USE

1. Introduction

- 1.1. These Terms of Use govern access to and use of the CYTA Chatbot.
- 1.2. These Terms of Use shall enter into force and apply as from
- 1.3. CYTA reserves the right to amend or update these Terms of Use at any time, in accordance with applicable law and its operational requirements.

2. Definitions

"Chatbot" means CYTA's digital chat and support service, which operates through artificial intelligence technologies, automated processing and/or generative artificial intelligence (Generative AI), for the purpose of providing information, guidance, assistance or support to Users and Customers.

"CYTA" means the Cyprus Telecommunications Authority (CYTA), including its authorised representatives, partners, technology providers and systems acting on its behalf.

"User" means any natural or legal person who interacts with or uses the Chatbot, whether as a CYTA Customer, visitor or other user of CYTA's digital services.

"Customer" means any natural or legal person maintaining an active contractual relationship with CYTA for the provision of electronic communications services or other services.

"Authentication" or "Login" means any process for verifying or securely logging the User into CYTA systems or services using credentials, passwords, one-time passwords (OTPs), biometric authentication or other approved security mechanisms.

"Artificial Intelligence" or "AI" means a software system that operates by means of automated processing, machine-learning algorithms and/or generative artificial intelligence models to generate responses, content or outputs.

"Generative AI" means artificial intelligence technology capable of automatically generating text, responses, recommendations or other content on the basis of data and algorithmic processing.

"Personal Data" shall have the meaning assigned to it under the General Data Protection Regulation (Regulation (EU) 2016/679) and applicable personal data protection legislation from time to time.

"Force Majeure" means any event beyond CYTA's reasonable control, including cyberattacks, malicious acts, hacking, security breaches, failure of telecommunications networks, power outages, technical failures, natural disasters, changes in legislation or other exceptional circumstances.

"Terms of Use" means these terms and conditions governing use of the Chatbot.

3. Description of the Chatbot and Use of AI

3.1. The Chatbot is a CYTA digital customer service that operates through artificial intelligence technologies and does not constitute a natural person or human representative of CYTA.

3.2. The Chatbot is intended to provide information, guide the User, answer questions, support specific customer journeys and, where supported, facilitate specific requests or actions.

3.3. The User is informed, acknowledges and accepts that the User is interacting with a system that uses artificial intelligence and that responses may be generated automatically.

The Chatbot's responses are based on available information, data, systems and processing logic of CYTA and/or its authorised technology providers.

3.4. By using the Chatbot, the User acknowledges having read and accepts these Terms of Use, as well as CYTA's Privacy Policy in force from time to time. If the User does not agree with any part of these Terms of Use, the User should not use the Chatbot.

3.5. Subject to the functionality available from time to time, the Chatbot may be used in relation to matters including, without limitation, account information, CYTA services and products, bills and charges, customer support, basic technical support, customer journeys, general guidance and frequently asked questions (FAQs).

3.6. The Chatbot may be made available through CYTA's website, the My Cyta App and/or other digital channels or applications designated by CYTA from time to time. Certain functions or information may be available only following Authentication or Login by the User.

3.7. The Chatbot is provided free of charge and is available 24 hours a day (24/7), except during maintenance, technical issues, upgrades or other circumstances beyond CYTA's reasonable control.

3.8. CYTA reserves the right to amend, expand, restrict or update at any time the functions, features or information available through the Chatbot.

4. Access to and Use of the Chatbot

4.1. To use the Chatbot, the User is responsible for having an appropriate device, internet access, compatible software or browser and any other necessary technical equipment or service.

4.2. Where access to personalised information, account details or specific functions is required, use of the Chatbot is subject to secure Authentication or Login in accordance with CYTA's procedures.

4.3. To use the Chatbot more effectively, CYTA recommends that the User formulate clear and comprehensible queries, use concise and relevant sentences, use the available options, prompts or buttons and, where required, continue the conversation by asking clarifying or supplementary questions.

4.4. The Chatbot may support specific languages of communication, as determined by CYTA from time to time. CYTA reserves the right to add, remove or amend the available languages or functions.

4.5. The Chatbot must not be used for:

- a) emergency or critical communications;
- b) reporting incidents requiring immediate human intervention;
- c) disclosing passwords, OTPs, PINs, bank card details or other sensitive security credentials;
- d) providing information unrelated to CYTA's services or customer service.

5. When Human Intervention Occurs

5.1. The Chatbot does not provide human customer service. The Chatbot's responses are provided solely for general information and support and do not replace CYTA's official information, human customer service or contractual documents and procedures.

In certain cases, the conversation or relevant details of the request may be transferred to a human representative or another appropriate CYTA customer-service channel.

5.2. For the purposes of continuity and more effective customer service, CYTA may transfer the conversation history, the information entered by the User and the relevant context of the request to a human representative, competent department or relevant system.

5.3. Where the User provides contact details, CYTA or its representative may contact the User for further clarification, to respond to the request or to continue or complete the provision of customer service.

6. Information on Data, Automated Processing and User/Customer Rights

6.1. To facilitate the conversation, the Chatbot may request certain details or information from the User, including, without limitation, the User's name, telephone number, email

address, customer number, account details, service details or other information relevant to the request.

6.2. Information provided by the User through the Chatbot may be used by CYTA for:

- a) providing relevant and appropriate responses;
- b) continuing customer service from a previous conversation or another CYTA digital channel;
- c) managing requests, queries, complaints or technical issues;
- d) improving the Chatbot, the website and the overall customer-service experience.

6.3. The content of the conversation and the data may be recorded and stored in the systems of CYTA and/or its authorised technology providers.

6.4. Such recording and storage may be carried out for the purposes of:

- a) customer service;
- b) quality control;
- c) training, evaluating and optimising artificial intelligence systems;
- d) data analysis, reporting, statistical analysis and feedback.

6.5. Conversations and related data shall be retained for a period of up to five (5) years or for the period specified in CYTA's Privacy Policy in force from time to time, unless a longer retention period is required by law or for the establishment, exercise or defence of legal claims.

6.6. Upon expiry of the relevant period, the data shall be deleted in accordance with CYTA's internal retention policies and applicable law.

6.7. Where such functionality is available, the User may request that a copy of the conversation be sent by email or by another available means.

6.8. Provision of a copy may be subject to Authentication, security procedures or other reasonable conditions.

6.9. CYTA processes Personal Data collected through the Chatbot in accordance with applicable personal data protection legislation and its Privacy Policy in force from time to time.

6.10. All personal information provided through the Chatbot is subject to CYTA's Privacy Policy, which is available at [<https://www.cyta.com.cy/privacy-policy/en>].

7. Useful Technical Information and Operational Limitations

- 7.1. Notwithstanding the adoption of reasonable measures to ensure the accuracy and suitability of responses, CYTA does not warrant that every response will be complete, accurate, up to date or suitable for every specific circumstance.
- 7.2. Due to the nature of artificial intelligence and generative artificial intelligence (Generative AI) systems, inaccurate, incomplete, misleading or unexpected responses may be provided, and the User must appropriately assess and verify the information before relying on it.
- 7.3. The Chatbot may also provide general information and guidance without the User having previously logged in.
- 7.4. Access to personalised information, account details, history, account-specific support or the performance of specific actions is subject to secure Authentication or Login in accordance with CYTA's procedures.
- 7.5. CYTA reserves the right to determine which Chatbot functions are available before and which are available after the User's Authentication or Login.
- 7.6. Any information, recommendations, personalised suggestions or offers displayed through the Chatbot are indicative in nature.
- 7.7. Such information or suggestions do not in themselves constitute a binding commercial offer or create an obligation to enter into or amend a contractual relationship.
- 7.8. Final availability, eligibility, pricing and applicable terms shall be confirmed exclusively by CYTA's official systems, announcements, contractual documents and terms.
- 7.9. The Chatbot does not replace:

- a) official information provided by CYTA;
- b) human customer service;
- c) contractual documents or official terms of service;
- d) specialised professional, legal, financial or technical advice.

- 7.10. CYTA reserves the right, at any time and for reasons of security, maintenance, compliance or operational requirements, to amend, restrict, suspend, or temporarily or permanently discontinue the operation of the Chatbot or any feature thereof.

8. Restrictions and Prohibitions Applicable to the User/Customer

8.1. The User bears full and exclusive responsibility for the accuracy, validity, completeness and correctness of the information entered or transmitted through the Chatbot.

8.2. The User shall provide only the information necessary for the provision of customer service and shall refrain from disclosing excessive or unnecessary Personal Data.

8.3. The User must not disclose Personal Data relating to third parties unless the User has lawful authority or another lawful basis to do so.

8.4. CYTA shall not be liable for third-party data entered by the User without the relevant authority or other lawful basis.

8.5. The User must not disclose through the conversation:

- a) passwords;
- b) one-time passwords (OTPs);
- c) PINs, PUKs or other security details, unless a specific, secure procedure expressly provided by CYTA is available;
- d) full debit or credit card details;
- e) any other sensitive security credentials.

8.6. The User shall use the Chatbot in accordance with applicable law, public morals and these Terms of Use.

8.7. The following are expressly prohibited:

- a) the use of abusive, threatening, offensive, defamatory, obscene or unlawful content;
- b) the submission of false, misleading or malicious information;
- c) any attempt to breach, obstruct, manipulate or impair the operation of the Chatbot or related systems;
- d) any use that may cause damage, loss or legal, financial or business risk to CYTA or any third party.

8.8. CYTA reserves the right to restrict, suspend or immediately terminate the conversation or access to the Chatbot in the event of a breach of these Terms of Use, abusive conduct or for security reasons.

8.9. In the event of any conflict between information provided through the Chatbot and CYTA's official terms of service or contractual documents, the latter shall prevail.

9. Data and Security

- 9.1. The operation of the Chatbot or part of the underlying processing may be supported by authorised partners or technology providers acting on behalf of CYTA.
- 9.2. CYTA implements appropriate contractual and organisational measures to ensure that such providers act in accordance with the obligations of confidentiality, security and data protection imposed by applicable law.
- 9.3. Where Login or Authentication is required, it shall be performed solely through CYTA's secure mechanisms, channels or systems.
- 9.4. CYTA implements appropriate technical and organisational measures to protect Personal Data and the confidentiality of conversations.
- 9.5. CYTA may record and retain the queries (prompts) and responses exchanged during the conversation for the purposes referred to above and in accordance with applicable law.

10. Intellectual Property

- 10.1. All intellectual property rights relating to the Chatbot, its content, functions, interfaces, logos, trademarks, software and related systems are owned by CYTA and/or its duly authorised providers.
- 10.2. Users may not copy, reproduce, make available, commercially exploit or create derivative works from any of the foregoing without the express prior written authorisation of CYTA or the publisher of such content.
- 10.3. The User may use the Chatbot's responses solely for personal, non-commercial purposes.

11. Liability and Limitation of Liability

- 11.1. The Chatbot is provided solely for the purposes of providing information and customer service to CYTA Users and Customers. CYTA shall not be liable: (a) for any decision, action or omission by the User based exclusively on information or responses provided through the Chatbot;
(b) for any temporary inability to access the Chatbot, technical malfunctions, service interruptions, network issues or Force Majeure events; or
(c) for information provided by the User inaccurately, incompletely or without lawful authority.

12. Complaints and Contact

- 12.1. CYTA may request that the User evaluate the user experience or provide feedback regarding the operation and responses of the Chatbot.
- 12.2. Any complaints, comments or reports of issues concerning the operation or responses of the Chatbot may be submitted through CYTA's official contact channels or to the following email address: [.....].

13. **Governing Law**

- 13.1. These Terms of Use shall be governed by and construed in accordance with the laws of the Republic of Cyprus.
- 13.2. Any matter or dispute arising in connection with use of the Chatbot may initially be considered through CYTA's available communication and complaints-handling procedures.