



Terms of use - Mobile Vikings AI bot

1. Scope and Purpose

The digital assistant is made available to customers as a support tool on the Mobile Vikings Website and App to facilitate access to information and services. It may:

- answer general and contextual questions;
- guide users to existing self-service features;
- assist our customer care agents in providing customers with the correct answer to their questions;
- assist in performing certain actions at the customer's request;
- redirect the customer to a human agent where appropriate or when asked to do so.

The digital assistant is intended solely as a facilitation tool and does not replace Mobile Vikings' standard customer service channels.

2. Nature of the Service (AI-based assistance)

The digital assistant relies on automated and AI-based processes to generate responses from the general Mobile Vikings knowledge database. While all efforts are made to ensure accuracy, responses may be incomplete, inaccurate or outdated.

Information provided by the digital assistant is for informational purposes only and does not constitute:

- contractual commitments,
- legal advice, or
- binding statements on behalf of Mobile Vikings.

Customers remain responsible for verifying any information before taking action.

3. Transactions and Customer Instructions

Where the digital assistant enables the execution of certain actions (e.g. subscription to options, requests for documents), such actions are:

- performed strictly on the basis of the customer's explicit request and confirmation; and
- subject to the applicable contractual terms and conditions governing the relevant service.

In case of discrepancy between the digital assistant output, these Terms of Use and the applicable contractual terms and conditions governing the relevant product or



service, the latter contractual terms and conditions governing the relevant product or service shall prevail over these Terms of Use, and these Terms of Use shall prevail over the digital assistant output, in each case without prejudice to mandatory consumer rights.

4. Availability and Human Intervention

The digital assistant may not be available at all times, in particular during maintenance or technical updates.

Customers at any time have the right and may request to be put in contact with a human agent. Mobile Vikings does not guarantee that all requests can be fully processed through the digital assistant alone.

5. Customer Responsibilities

Customers agree to:

- provide accurate and complete information when interacting with the digital assistant;
- Only share such personal information that is necessary to treat the customer request;
- Do not share any sensitive data with the digital assistant (such as medical or financial records);
- use the service in good faith and in accordance with applicable laws and contractual obligations.

Mobile Vikings shall not be liable for consequences resulting from incorrect, incomplete or misleading information provided by the customer.

6. Data Processing

Interactions with the digital assistant are processed and analyzed by AI to assist customers. Personal data is handled in accordance with the applicable [Privacy Notice and GDPR requirements](#).

7. Liability

The digital assistant is an optional, automated tool for general information, navigation and support. Mobile Vikings does not guarantee that its responses will be accurate, complete, up to date, suitable for a particular purpose nor continuously available. The customer remains responsible for reviewing the information provided and for decisions taken on the basis of that information.

To the extent permitted by applicable law, Mobile Vikings shall not be liable for:



- indirect or consequential damages resulting from the use of the digital assistant;
- inaccuracies or omissions in the responses provided;
- temporary unavailability of the service.

Nothing in these Terms limits liability where such limitation is not permitted under applicable law.

8. Governing Law and Jurisdiction

These Terms of Use are governed by Belgian law. Any dispute relating to their interpretation or execution falls under the jurisdiction of the competent courts of Hasselt, Belgium.

9. Acceptance

By using the digital assistant, the customer acknowledges having read and accepted these Terms of Use.

For questions or concerns regarding the use of the AI-bot of Mobile Vikings, please contact customer care or send us an email on privacy@mobilevikings.be.

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