

## **Conditions of use**

### **www.stadtluzern.ch**

#### **1 Content**

- 1.1** The City of Lucerne provides extensive information on its website at [www.stadtluzern.ch](http://www.stadtluzern.ch), as well as a virtual online platform, e.g. in the navigation area “Online portal”, “News and projects”, etc. This online platform provides users with direct access to services and allows them to subscribe to news or deadline reminders and make entries via third-party integration systems.
- 1.2** Users are required to abide by the applicable laws. User are not permitted to use [www.stadtluzern.ch](http://www.stadtluzern.ch) to disseminate, offer or make accessible any unlawful and thus punishable material (or links thereto), including material that is harmful to children or pornographic or glorifies violence, or to edit personal data if the data protection regulations are not observed.
- 1.3** The use of [www.stadtluzern.ch](http://www.stadtluzern.ch) to reproduce or disseminate material protected by copyright or other proprietary rights if the legal or contractual requirements are not met is not permitted.
- 1.4** The bulk dissemination of material with identical or near-identical contents (“spam”) is not permitted.
- 1.5** The sending of data or software capable of harming the hardware or software of recipients is not permitted.
- 1.6** Failure to observe these provisions can lead to the immediate deletion of registered users of the virtual services and of users of other interactive modules. The City of Lucerne also reserves the right to delete without prior notice material that violates the aforementioned principles. The right is reserved to take action under civil and criminal law at any time.

## **2 Data protection**

- 2.1** The City of Lucerne stores and processes the data of its users in compliance with the applicable federal and cantonal data protection legislation.
- 2.2** Where the City of Lucerne receives personal information that requires a personal response (e.g. emailed enquiries or orders), the personal information in question is not analysed, nor is it used for other purposes or passed on.
- 2.3** Visits to the websites of the City of Lucerne are recorded for statistical purposes. The data enables conclusions to be drawn with regard to user behaviour. These statistics are anonymised and processed in a form that does not permit identification of individual persons.
- 2.4** Users of the virtual services have direct access to their own stored information, which they may amend, supplement or delete at any time.
- 2.5** Videos provided on [www.stadtluzern.ch](http://www.stadtluzern.ch) are also available on the video platform [youtube.com](http://youtube.com). Watching a video on the City of Lucerne's website provides [youtube.com](http://youtube.com) with the viewer's IP address, and thus the identity of the computer used and of the person watching the video and other information.

## **3 Data security and encryption**

- 3.1** The City of Lucerne and the company contracted to provide hosting services have implemented appropriate technical and organisational security measures with the aim of preventing the accidental as well as deliberate manipulation, loss or de-struction of, or unauthorised access to, data stored on their websites.
- 3.2** Unencrypted data on the internet is insecure. The interception or modification by unauthorised third parties of information transmitted in unencrypted form cannot therefore be ruled out.
- 3.3** To increase the security of the data transmission, first log in to your online account and fill out the respective online form in the logged-in status. Access to the ordered documents, such as debt collection statement, is thereby protected with your login account.

## **4 Disclaimer**

- 4.1** Users of [www.stadtluzern.ch](http://www.stadtluzern.ch) are responsible for the data and material they up-load. The City of Lucerne disclaims all liability to users and third parties either for the contents and programs disseminated via the services and interactive modules, or for the loss, howsoever caused, arising from their use, dissemination, etc.
- 4.2** Data transmitted is usually processed, published or forwarded quickly. The City of Lucerne strives to provide an optimum service in this respect, although system-related interruptions, delays or waiting times cannot be ruled out. The transmission of data is at users' own risk and without any warranty on the part of the City of Lucerne. No liability is assumed for data not received.
- 4.3** Although every attempt is made to keep the contents up to date, the City of Lucerne accepts no responsibility for their validity or accuracy.
- 4.4** The websites contain links to external websites provided by third parties. The City of Lucerne has no influence over their contents and thus disclaims all liability in that respect. Visitors to websites to which links are provided by the City of Lucerne's website bear full responsibility for their visit.
- 4.5** The City of Lucerne reserves the right to make changes to its website at any time without prior notice.

## **5 Applicable law and place of jurisdiction**

- 5.1** In the event of legal issues and disputes and in respect of the website at [www.stadtluzern.ch](http://www.stadtluzern.ch), Swiss law shall apply exclusively.
- 5.2** The sole place of jurisdiction shall be Lucerne.
- 5.3** City of Lucerne

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