

General terms and conditions (GTCs) for AI-based services (Coby)

1. Description of service

The SNV offers its customers an Artificial Intelligence (AI) service for a cost in the form of a language model specialized for standards (hereinafter referred to as “Coby”, the product name). Coby is based on a pre-trained large language model (LLM) with chat and notification functions. Coby allows customers to receive automated answers to queries and to set up notifications based on individually defined topic areas.

2. Non-binding character of content, no guarantee provided

The customer is made aware of the fact that the technology employed uses algorithms executed on an automated basis without human monitoring; that it is a technology that is very novel, not yet conclusively researched and rapidly developing; and that it also continually faces new legal and factual limitations.

As such, it is clear to customers that the information, answers and suggestions provided by Coby are based on statistical language models and are produced on an automated basis.

The content generated does not represent binding information nor expert or legal advice. The customer acknowledges that the content received may be translated or interpreted incompletely, incorrectly and with potential for being misunderstood, and that the information provided should not constitute the sole basis for decision-making without performing additional checks.

Based on these facts, and because the parties are aware that, in accordance with the current state of technology, it is not possible to produce software that is completely free of errors, the SNV does not assume any guarantees nor make any assurances regarding Coby or the content issued by Coby. In particular, the SNV provides no guarantee for the availability, accuracy, functionality or results of Coby. The customer always retains responsibility for the use of the content and possible risks in regard to the context of its use (e.g. incorrect advice, violation of third-party rights or similar).

3. Exclusion of liability

All liability on the part of the SNV for damages that directly or indirectly result from the use of Coby is completely excluded to the extent permissible by the law.

In particular, the SNV is not liable for any possible misinterpretations, incorrect information, losses of data, technical faults, incorrect or incorrectly interpreted language translations or consequential damages that result from using Coby.

4. Availability

Based on the rapid development within the context of AI technologies, the SNV reserves the right to change, limit or stop offering its range of services at any time. To the extent that it is feasible for the SNV, it will generally communicate these changes in advance. In these cases, any remaining credit will be reimbursed.

5. Data protection and processing of usage data

When using Coby, technical usage and input data is collected and subsequently processed in an anonymised form. This usage and input data is used in an anonymised form for the further development of the LLM, as well as for training, analysis and optimisation purposes. Furthermore, anonymised and aggregated usage and input data may be used to improve Coby's content, functions and knowledge resources. This includes, in particular, the creation, structuring and further development of documentation, FAQ pages and other topic-specific information content. Such use takes place exclusively in anonymised form and only to the extent that no conclusions can be drawn about individual users, persons or companies. Personal data is subject to the privacy policy published on the SNV website (www.snv.ch).

6. Customer's responsibility

The SNV assumes that the customer is authorized to disclose the information entered (e.g. personal details for third parties or other confidential information), that this data is correct, and that the customer has ensured the fulfilment of any legal obligations, e.g. information or consent from third parties. The customer holds the SNV harmless from all claims from third parties and all associated expenses (including costs for suitable legal representation).

The customer is responsible for the content of the information that they generate or allow to be processed via Coby. While utilizing Coby, the customer is obliged to create only permissible content and only to use it for permitted purposes. In particular, content that violates or jeopardizes the rights of the SNV or third parties (in particular intellectual property rights or personal rights), provisions of the Unfair Competition Act (UCA), other legal provisions, these GTCs or reputation is not permitted. Content that meets the criteria for a criminal offence is also not permitted.

The SNV has the right to block a customer's access to Coby temporarily or permanently if it suspects that they have been utilizing it for purposes that are not permitted, and the customer will have no right to make a claim for compensation.

7. Cancellation terms

The minimum duration of a Coby subscription is until the end of the calendar year that follows the date on which the contract was concluded. If the Coby subscription is not cancelled with three months' notice, it renews automatically by an additional term of one calendar year each time. Cancellation must be effected in writing or must occur via the corresponding cancellation via the customer's SNV account.

8. Price adjustments

Based on the rapid development of the technology as previously mentioned, price changes may sometimes occur at short notice in regard to the suppliers used. Unfortunately the SNV has no influence in this respect, and as a result, must reserve the right to be able to change prices at any time. The new prices apply as soon as they are published on the online platforms. The customer can act upon the price changes within 30 days of their being introduced and, in this case, can exit the contract by cancelling in writing. In the event that the customer wishes to cancel their subscription, the existing prices will apply until the end of the cancellation period in accordance with No. 7 above.

9. Other contract terms

In addition to these GTCs that are specific to Coby, the General Terms and Conditions of the Swiss Association for Standardization (SNV), which are provided on the SNV website (<https://www.snv.ch/en/general-terms-and-conditions.html>), apply, as long as the GTCs specific to Coby do not contain any conflicting provisions. The data protection policy, which is published on the SNV's website (www.snv.ch), shall apply.

Valid as of: 8 January 2026