TERMS & CONDITIONS

Effective Date: December 2025

Welcome to the **Lentera Putrajaya AI Tour Guide** ("Web App"). This Web App is an interactive digital guide accessible via web browser utilizing artificial intelligence to chat with users and provide information specifically for the **Lentera Putrajaya** event. This service is a collaborative initiative created by **Perbadanan Putrajaya** in cooperation with **PixeVision**, **Radmik Solutions**, and **Cloud Kinetics**. This Web Appis available for use for the duration of the Lentera Putrajaya event. Byusing this Web App, you agree to comply with and be bound by the following terms and conditions regarding the use of the Web App ("Terms of Use") and our Privacy Policy.

Parts of the Web App may have different terms of use posted. If there is a conflict between these Terms of Use and the terms of use posted for a specific area of the Web App, the latter shall have precedence with respect to your use of that area.

1. Age Limit

Users aged 18 years and below must obtain permission from a parent or guardian to use the AI Tour Guide services. While the basic information service may be free, this measure is taken to ensure responsible usage of the AI technology.

2. Use of Web App Information

- Content is to be used for personal, informational, and non-commercial purposes only; and
- Content may not be modified or amended in any way.

Unless your use constitutes "fair use" under copyright law, you may not otherwise use, download, upload, copy, print, display, perform, reproduce, publish, license, broadcast, transmit, or distribute any information from this Web App in whole or in part without the permission of Perbadanan Putrajaya and its technology partners.

3. Use of Software and AI Features

Any use of software, AI chat interfaces, and documentation provided on the Web App is subject to the terms of the software license agreement between you, Perbadanan Putrajaya, and its partners. You acknowledge that the AI Guide utilizes generative technology which may occasionally produce inaccurate or unforeseen responses.

4. Service Availability and Duration

The AI Tour Guide services are provided to enhance your experience at Lentera Putrajaya. The Web App and its services are intended to be available only for the duration of the Lentera Putrajaya event. Perbadanan Putrajaya reserves the right to suspend, terminate, or take down the service at any time upon the conclusion of the event, or earlier due to technical issues, system maintenance, or operational requirements without prior notice.

5. Use of AI Chat and User Conduct

"AI Chat" refers to the conversational interface provided by the Web App. You agree to use the AI Chat responsibly and not to transmit any content that:

- Is false, misleading, or attempts to manipulate the AI;
- Is defamatory, abusive, or uses offensive language;
- Harasses or invades another's privacy, or causes bigotry, racism, hatred, or anger against any group or individual;
- Is obscene or explicitly adult in nature;
- Violates any applicable laws or regulations.

You acknowledge that your conversations with the AI are processed by third-party cloud providers for the purpose of generating responses. You agree not to share sensitive personal information (such as NRIC numbers, financial details, or home addresses) with the AI Chatbot.

By using the AI Chat, you grant Perbadanan Putrajaya and its partners the right to use anonymized conversation data for service improvement, analytics, and quality assurance.

6. Termination of Use

You agree that Perbadanan Putrajaya may, at its sole discretion, at any time terminate your access to the Web App if you are found to be abusing the AI services or violating these Terms.

7. Third-Party Websites and Services

The Web App may provide links to external websites or integrate services from third parties (e.g., Maps, Ticketing). You agree that Perbadanan Putrajaya is not responsible for the availability or content of these third-party services. Your use of such services is subject to their respective terms and policies.

8. Disclaimer and AI Limitations

The Web App and its AI Chat features are provided on an "as is" and "as available" basis. Perbadanan Putrajaya, PixeVision, Radmik Solutions and Cloud Kinetics expressly disclaim all warranties of any kind.

Specific AI Disclaimer: The AI Tour Guide generates responses based on patterns and data. While we strive for accuracy regarding event schedules, locations, and details, the AI may occasionally provide incorrect or hallucinated information. Users should verify critical details (such as event start times or emergency procedures) with official on-site signage or personnel. Perbadanan Putrajaya shall not be held liable for any inconvenience or loss caused by reliance on AI-generated advice.

9. Limitation of Liability

Perbadanan Putrajaya and its technology partners shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from your access to, or use of, the Web App or the AI Chatbot. This includes, but is not limited to, damages for loss of data or reliance on information provided by the AI.

10. Indemnity

You agree to defend, indemnify, and hold harmless Perbadanan Putrajaya, PixeVision, Radmik Solutions, Cloud Kinetics, AWS, and their respective officers and employees from any claims or liabilities arising out of your use of the Web App or violation of these Terms.

11. Compliance with Laws

You agree to comply with all applicable Malaysian laws and regulations while using this Web App. You may not use the Web App for any illegal purpose or to incite illegal activities.

12. Applicable Law

All matters relating to your access to, and use of, the Web App shall be governed by the Laws of Malaysia. Any legal action or proceeding shall be instituted in a court in Kuala Lumpur/Putrajaya, Malaysia.

13. Intellectual Property

Copyright © 2025 Perbadanan Putrajaya. All rights reserved. The AI technology, interface, and underlying software are the intellectual property of their respective technology partners (PixeVision, Radmik Solutions, Cloud Kinetics).