



**The European Consumer Voice in Standardisation, AISBL**  
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## GENERAL TERMS OF USE

**Effective since: 25 May 2018. Last review: 6 March 2024.**

Your access to and use of our website is governed by these general terms of use and is based on 10 principles below.

We draw your attention to the need to carefully read these terms and conditions. If you have any question, do not hesitate to contact us at [privacy@anec.eu](mailto:privacy@anec.eu).

### **1. ACCESS TO AND VISIT OUR WEBSITE IMPLIES THE ACCEPTANCE OF OUR TERMS AND CONDITIONS AND POLICY**

The access to our website and your visit implies your complete and unconditional acceptance of these general terms and conditions of use, our Privacy Policy and our Cookies Policy.

### **2. TRANSPARENCY**

**WE WILL INFORM YOU OF CHANGES TO THE GENERAL TERMS OF USE, THE PRIVACY POLICY OR COOKIES POLICY THROUGH THIS WEBSITE. YOU ACCEPT THESE CHANGES COMPLETELY AND UNCONDITIONALLY EACH TIME YOU VISIT OUR SITE.**

### **3. WE DO OUR BEST TO KEEP OUR WEBSITE UP-TO-DATE, ACCESSIBLE, ERROR FREE AND WITHOUT HARMFUL ELEMENTS**

We make every effort to keep our site up-to-date and accessible without errors or harmful elements (computer viruses, external burglaries, etc.). However, disruptions, interruptions, or the presence of harmful elements outside of our control are possible. We cannot be held responsible for this.

If you notice something unusual on our website, please contact us through [privacy@anec.eu](mailto:privacy@anec.eu). We will attempt to remedy the situation as soon as possible.

### **4. WE TRUST YOU TO PROVIDE CORRECT INFORMATION**

**FOR THE EFFECTIVE DELIVERY OF OUR SITE AND SERVICES, WE RELY ON YOU TO PROVIDE ACCURATE AND UP-TO-DATE INFORMATION WHERE REQUIRED.**



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***Raising standards for consumers***



## **5. YOU WILL USE OUR WEBSITE ONLY IN ACCORDANCE WITH BOTH ITS PURPOSE AND THE APPLICABLE LAW.**

In particular, you will refrain from:

- using a false identity;
- sending us false or illegal content, junk mail, OR content that violates or causes damage to the rights of a third party;
- violation or unauthorised access to a part of the site;
- taking any action that may disrupt the operation of our site.

If you are aware of inappropriate behaviour or use related to our website, you can contact us at [privacy@anec.eu](mailto:privacy@anec.eu).

## **6. WE ARE NOT RESPONSIBLE FOR OTHER SITES**

Our website may contain hyperlinks to other websites, and other websites may contain a link to our website. We do not have any control over third-party websites, nor over their content. We can therefore not be held liable for their operation, content or use.

## **7. YOU ARE RESPONSIBLE FOR USING OUR WEBSITE**

You visit and use our website entirely at your own risk. We are in no way responsible for loss or damage resulting from the use of our website, or the inability to use our website.

## **8. OUR WEBSITE AND ITS COMPONENTS ARE PROTECTED BY INTELLECTUAL PROPERTY RIGHTS**

Our website and its components (brands, logos, images, photos, animations, videos, texts, etc.) are our property. They are protected by intellectual rights. It is therefore forbidden to copy, distribute or use our website or components for purposes other than those of the display of the site and the navigation on it.

## **9. OUR COMPLAINTS PROCEDURE IS SIMPLE AND EFFICIENT**

Every complaint must be communicated to us in writing within eight calendar days after the fact that causes the complaint has become known. Your complaint should be sent to [privacy@anec.eu](mailto:privacy@anec.eu).

## **10. DIALOGUE TO SETTLE DIFFERENCES**

Nobody benefits from long legal proceedings. If a dispute does arise, we commit ourselves to pursue a dialogue in all openness, looking for an amicable solution. We expect the same from you.

6 March 2024