

TERMS OF USE FOR THE lalux for you CUSTOMER AREA

“lalux for you” is a personal online area for all LALUX private clients, giving them access in a simple and secure way to many practical features related to their insurance.

These Terms of Use specify the terms of access to the online information offered in the customer area.

Navigation in the customer area is subject to Luxembourg regulations, as well as the following conditions.

The customer area is the exclusive property of LA LUXEMBOURGEOISE, Société Anonyme d'Assurances, and LA LUXEMBOURGEOISEVIE, Société Anonyme d'Assurances, hereinafter referred to as “lalux”.

Acceptance of these Terms of Use is mandatory prior to accessing the information in the customer area. By consulting information in the customer area, the user confirms his unreserved acceptance of the conditions listed below.

lalux reserves the right to modify the conditions of the customer area at any time. lalux therefore advises all users to regularly consult the latest version of the conditions governing the customer area.

These Terms of Use do not replace the legal notices accessible at the bottom of the customer area page.

COPYRIGHT

The texts, brands, logos, information or elements appearing in the customer area are the exclusive property of lalux.

Any reproduction, representation, translation, adaptation or distribution, in whole or in part, of the customer area content on any medium or by any process whatsoever, constitutes an infringement, and is prohibited in the absence of the authorization and express consent of lalux.

ACCURACY OF INFORMATION

The customer area is intended for lalux customers. It can be accessed directly at <https://laluxforyou.lalux.lu>

Every effort has been made to ensure the accuracy of the information in the customer area. However, no guarantee can be given that all information is correct.

lalux cannot be held responsible for any inaccurate, incomplete or erroneous information, or for any falsified or manipulated information.

lalux reserves the right to modify the content of the customer area or to render it inaccessible.

USE OF THE CUSTOMER AREA

The customer area is free (excluding Internet connection costs charged to the user), and available 24 hours a day and 7 days a week, except in cases of *force majeure*, computer failures, maintenance or problems related to telecommunications networks. lalux undertakes to implement, in the shortest time possible, all actions necessary to restore the functioning of the customer area and its accessibility.

It undertakes to make its best efforts to secure access, consultation and use of information in accordance with the state of the art. The Internet user declares that he accepts the risks and limitations of the Internet, and in particular acknowledges that he alone is responsible for the use he makes of the information.

lalux cannot be held liable for any direct or indirect, material or immaterial damage caused by the use of the customer area, and in particular in connection with its interruption, shutdown or malfunction that may result from shutdown for the maintenance or repair of lalux's computer system, technical breakdowns or overloading of the network, interruptions of the telecommunications networks, errors, negligence or faults of suppliers or a third party, as well as any computer viruses originating from the Internet.

lalux cannot be held responsible for the user not being able to log in to the customer area due to the computer system used by him, the particular configuration of his computer system or his Internet network.

lalux undertakes, without this constituting a performance obligation, to put in place all necessary means to guarantee the security and confidentiality of the data transmitted to the user. However, lalux would like to remind users that the confidentiality of correspondence is by no means guaranteed on any Internet network.

Neither lalux nor any of its information provider partners can be held responsible for errors, omissions, alterations or delays in updating the information and their possible consequences in the context of their use. Under no circumstances shall they be held liable for direct or indirect damage resulting from access to or use of the site.

Internet users are also required to be aware of the nature of the Internet, particularly its technical performance and response times for consulting, querying or transferring information. Finally, it is the user's responsibility to take all appropriate measures to protect his own data and/or software from contamination by any viruses propagated via the lalux site and/or information. It is the responsibility of Internet users to properly equip themselves to access and use the services offered, particularly in the areas of information technology, telecommunications and security, and to maintain the equipment.

All data collection through the customer area is subject to the provisions of applicable consumer legislation and protection of personal data, and are governed by these conditions.

Access

You are currently connected to the Internet site accessible at <https://laluxforyou.lalux.lu>

All access to the customer area or all use of the customer area is at the user's own risk.

It is the responsibility of users to take all appropriate measures to protect their own data and/or software from contamination by viruses or any other hacking process propagating on the Internet.

Note that lalux does not send any e-mails with the purpose of collecting confidential information (access codes, passwords or bank account numbers).

If such e-mails are received, it is strongly recommended that users immediately inform lalux, and under no circumstances provide the confidential information requested electronically.
lalux cannot be held responsible in the event of distribution of confidential information by the user himself.

Connection screen

By communicating my telephone number(s) or e-mail address, I accept and authorize lalux to send me information by telephone, SMS or e-mail in order to connect to the customer area.

- Yes
- No

By authorising lalux to communicate information via SMS or any other means of communication that may be subject to charges,

- I declare that I will bear any resulting costs.
- I do not wish to bear the costs that may arise.

If one of the above answers is negative, you cannot access the customer area.