

ChattingMenu Terms of Service for Customers of a Restaurant

Last Updated: September 23, 2024

1. Acceptance of Terms

By accessing or using the AI-powered ChattingMenu ("Service") provided by Mehonal Niagara Web Design, you agree to be bound by these Terms of Service ("Terms"). The restaurant ("Restaurant") you are accessing has chosen to use ChattingMenu to provide the digital menu and AI-powered chat-to-menu Service to you. If you do not agree to these Terms, please refrain from using the Service.

2. Purpose of the Service

2.1. Functionality: The Service is designed to assist you with information about the Restaurant's menu, specials, and ordering options. It aims to enhance your dining experience by providing quick and easy access to menu details, however it cannot order any items on the menu, or convey your messages to a worker in the Restaurant. For any purposes other than getting information regarding items on the Restaurant's menu, please consult with workers at the Restaurant directly.

2.2. Human Interaction: While the Service provides automated responses and assistance, it is not a substitute for direct human interaction and may misrepresent information about the menu. For complex inquiries, or issues requiring human judgment, please contact the Restaurant staff directly. If you have any doubts regarding the information that is provided to you through the Service, you are responsible for verifying the information by asking the Restaurant staff.

3. User Responsibilities

3.1. Accurate Information: You agree to provide accurate and complete information when interacting with the Service, including details related to menu items or inquiries.

3.2. Appropriate Use: You will use the Service only for its intended purposes and in accordance with all applicable laws and regulations. You agree not to misuse the Service, including but not limited to attempting to disrupt its functionality or engage in fraudulent activities.

3.3. Understanding of Chat Processing and Retention: You agree that chat logs will be retained when using the chatting functionality of the Service for up to 365 days. You agree to not provide any information to the Service that you would not like for the Service to retain or send to OpenAI's API to be processed for a reply. You also agree to not share any sensitive information with the service.

4. Interaction with the Service

4.1. Response Limitations: ChattingMenu is an AI-powered Service that is designed to provide responses relying on OpenAI's API. While it strives to offer accurate and up-to-date information, responses may occasionally be limited or inaccurate. The chat functionality of the Service is not a replacement for human interaction, and information should be confirmed through workers at the Restaurant. ChattingMenu is not responsible for any incorrect information that may be provided through the Service.

4.2. No Human Judgment: The Service does not possess human judgment or emotional intelligence. For decisions requiring discretion, understanding, or nuanced responses, please speak with a worker at the Restaurant.

5. Privacy and Data Use

5.1 Data Collection: The Service may collect certain information during your interactions, such as visits to the Restaurant page, chats, and more. This information is used to allow the Service to function, improve the Service and/or enhance your experience.

5.2 Privacy Policy: Your use of the Service is subject to our [Privacy Policy for Customers](https://chattingmenu.com/privacy-policy/customer) (available at <https://chattingmenu.com/privacy-policy/customer>), which outlines how we collect, use, and protect your information. By using the Service, you consent to our data practices as described in the Privacy Policy.

6. Third-Party Integrations

ChattingMenu integrates with third-party services in order to provide you the Service. Mehonal Niagara Web Design is not responsible for the performance, accuracy, or reliability of these third-party services. The third-party services that Mehonal Niagara Web Design integrates with include:

6.1 Google Analytics

ChattingMenu integrates with Google Analytics to collect and analyze usage data. This helps us understand how users interact with our Service, enabling us to improve functionality and user experience. Google Analytics collects information such as IP addresses, browser types, and pages visited. By using ChattingMenu, you consent to the collection and processing of your data by Google Analytics, governed by their privacy policy which can be found here: [Privacy Policy](#). Mehonal Niagara Web Design does not control this data and is not liable for any data processing or privacy issues related to Google Analytics.

6.2 OpenAI API

OpenAI's API is integrated to provide interactive chatting menu functionality. This allows users to engage with the menu through natural language processing, enhancing the user experience. OpenAI API is also used in providing functionality such as analyzing PDF menus that you may

upload to the Service in order to automatically detect and list menu items in the provided PDF file. Data exchanged during these interactions may be processed by the OpenAI API, which helps generate responses, such as a list of menu items or a reply to a customer message. By subscribing to the Service, you acknowledge that customer conversations conducted through the Restaurant's menu page will be stored in the Service up to 365 days. OpenAI will also retain information provided to it through the Service temporarily in order to generate a response. By using our Service, you also agree to the terms and privacy policy of OpenAI's API. Mehonal Niagara Web Design is not liable for any misuse of the data by OpenAI.

For your convenience, here are links to the respective privacy policies and terms of service for the third-party services we use to provide you the Service:

Google Analytics:

- [Google Privacy Policy](https://policies.google.com/privacy) (<https://policies.google.com/privacy>)
- [Google Analytics Policies](http://www.google.com/analytics/policies/) (<http://www.google.com/analytics/policies/>)
- [Google Analytics Terms of Service](https://marketingplatform.google.com/about/analytics/terms/us/) (<https://marketingplatform.google.com/about/analytics/terms/us/>)

OpenAI API:

- [OpenAI's "How We Use Your Data" for OpenAI API:](https://platform.openai.com/docs/models/how-we-use-your-data) (<https://platform.openai.com/docs/models/how-we-use-your-data>)
- [Enterprise Privacy Policy](https://openai.com/enterprise-privacy/) (<https://openai.com/enterprise-privacy/>)
- [OpenAI Business Terms](https://openai.com/policies/business-terms/) (<https://openai.com/policies/business-terms/>)

7. Limitations and Disclaimers

a. Service Availability: The Service is provided on an "as-is" basis. We do not guarantee its availability or performance at all times.

b. Limitation of Liability: To the fullest extent permitted by law, ChattingMenu is not liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the Service or reliance on its responses.

8. Termination

We reserve the right to suspend or terminate your access to the Service at any time, for any reason, including but not limited to violations of these Terms.

9. Changes to Terms

We may update these Terms periodically. The up-to-date version of the Terms will be accessible through the link: <https://chattingmenu.com/tos/customer>. Continued use of the Service after such changes signifies your acceptance of the revised Terms.

10. Governing Law

These Terms are governed by the laws of Ontario, Canada, without regard to its conflict of laws principles. Any disputes related to these Terms or the Service will be resolved in the courts located in Ontario.

11. Contact Information

For any questions or concerns regarding these Terms of Service, please contact us at:

Mehonal Niagara Web Design

Email: contact@mehonal.net

Phone: +1 289 501 0436

By using ChattingMenu, you acknowledge that you have read, understood, and agreed to be bound by these Terms of Service.