

Ask Auckland Council: Terms of Use

Terms of use for the Auckland Council artificial intelligence (AI) assistant, Ask Auckland Council.

Introduction

Welcome to Ask Auckland Council. By accessing and using Ask Auckland Council, you agree to be bound by these terms of use and the Website privacy policy and Customer Privacy Policy. Please read them carefully.

Definitions

- "Ask Auckland Council" refers to the artificial intelligence-driven assistant accessible through the Auckland Council website (aucklandcouncil.govt.nz).
- "You" refers to any individual or entity that interacts with Ask Auckland Council.
- "Content" includes all responses generated by Ask Auckland Council. These responses are based on the information available on specified Auckland Council webpages.
- "Auckland Council" and "We" refers to the Auckland Council Group, which includes any Council Controlled Organisations.

Use of Ask Auckland

Ask Auckland Council is designed to provide information related to Auckland Council services, such as what information you might need to report a problem and which channel to use when reporting it. It will also enable you to report problems to Auckland Council, such as reporting graffiti, illegal dumping and roaming dogs.

You should provide clear and concise queries to receive the most accurate responses.

Ask Auckland Council is intended for informational purposes only. Relying on Ask Auckland Council for critical decisions is at your own risk.

You should avoid entering any personal identifiers or other information that could identify you or others in your questions. You should only include personal identifiers in the information which you supply on this platform if you want to be kept informed about the outcome (see more below).

Intellectual property

All content provided by Ask Auckland Council is owned by or licensed to Auckland Council. This content includes, but is not limited to, text, graphics and underlying source code.

You may not reproduce, distribute, modify or create derivative works from the content delivered by Ask Auckland Council without prior written consent from Auckland Council.

Your privacy

You do not have to authenticate before using Ask Auckland Council. This means that, unless you enter personal information into your reports or questions, we will not collect any personal information about

you when you use it, and we will not make any attempt to connect your activity with your identity (unless you ask us to – see below).

- **Reports** – We will capture some information about a report you make using Ask Auckland Council, to enable us to log and action a case. If you wish to be kept informed about the outcome of your report, you can provide us with your name and contact details. If you do so, we will retain a record of the fact that you made the report. This information will be used in accordance with the Auckland Council [Privacy Policy](#).
- **Questions** – Your chat history will not be used for training commercial AI models, but we will retain your chat history and collect analytics from it to understand how Ask Auckland Council is used and to improve it (including making sure it provides users with accurate responses).

For more information about privacy, including accessing or correcting your personal information, please see the Auckland Council [Privacy Policy](#).

Disclaimers

Ask Auckland Council is provided "as is" and "as available", without any warranties of any kind. While Auckland Council aims to provide accurate and up-to-date information, we do not guarantee the reliability or accuracy of information provided by Ask Auckland Council.

Ask Auckland Council will present relevant information based on the data that is currently available on the Auckland Council website. There is some historic content within the Auckland Council website. It is possible for customers to find this information. Ask Auckland Council may make it easier to find.

Like any generative AI tool, Ask Auckland Council can make mistakes. Auckland Council disclaims all liability for any errors or omissions in the information provided by Ask Auckland Council or any losses or damages arising from its use.

Ask Auckland Council does not replace formal guidance, regulatory advice, or official Auckland Council processes. For matters requiring formal decisions or approvals, you should refer to the appropriate official channels.

Modifications to terms

Auckland Council reserves the right to modify these terms of use at any time without notice. You are encouraged to review the terms regularly to ensure compliance.

Governing law

These terms of use shall be governed by and interpreted in accordance with New Zealand law.

Contact information

For any queries about Ask Auckland Council, please [contact us](#). We would be grateful for your feedback on Ask Auckland Council, so that we may improve the services that we offer.

Acceptance of terms

By using Ask Auckland Council, you are accepting these terms of use. If you do not agree to these terms, do not use Ask Auckland.