

## Terms of Use of ICICI Careers Virtual Assistant

### About the Chatbot

The ICICI Careers Virtual Assistant (hereinafter referred to as the "Chatbot") uses state of the art Artificial Intelligence, Machine Learning, and Natural Language Processing to understand user queries and provide them with the best possible responses. Each user query is sent to a proprietary intelligence system which identifies the meaning of the query, and if the query seeks some transaction information pertaining to the user, the intelligence of the system fetches it from the appropriate sources, formulates an appropriate response and shares it back to the user in the BOT interface. The Chatbot is trained to answer user queries pertaining to career opportunities with ICICI Bank Limited (hereinafter referred to as the "ICICI Bank"). Every user interaction with the Chatbot is systematically analyzed for query and response patterns which serves as a key aid to further the "response and dialogue" capabilities of the Chatbot. The nature of the technology platform is machine enabled, machine guided and works in the manner of "best possible response" as processed by the machine-based algorithm. On account of these considerations, the responses are only guiding in nature and non-binding on ICICI Bank. The user is encouraged to refer to all official communications such as details which are available and periodically updated on [www.icicicareers.com](http://www.icicicareers.com), intimation for interview and other selection processes, offer of employment and any other communication shared by the officials of ICICI Bank. The Chatbot also provides an option to converse with an expert for advanced consultation, which is human aided and can be availed of by all registered users of [www.icicicareers.com](http://www.icicicareers.com). You can also reach out to us at our help center at +91-22- 7187 2500 for any further consultation for matters related to career opportunities with ICICI Bank.

### Access to Chatbot

In order to provide the best experience to the job applicants, ICICI Bank will always endeavor and attempt to provide uninterrupted services to the users. However, on account of periodic repairs, maintenance, introduction of new facilities or services, your access to the Chatbot may occasionally be suspended or restricted without prior notice. Your usage and experience of the Chatbot is also dependant on factors external to ICICI Bank such as superior internet availability, browser compatibility of your personal computer or other handheld devices and other external factors. You are advised to consider these factors for superior experience as you interact with the Chatbot. ICICI Bank may permanently withdraw the Chatbot facility without prior notice.

### Confidentiality of Information on the Chatbot

Any information that you may access on the Chatbot platform is only for your use and consumption and are strictly confidential in nature. By way of your interaction on the Chatbot, you may get access to personal information such as compensation structure, terms of your employment or internship etc and other related areas. Should you require any clarity and further consultation in any of the mentioned information, you have an option to consult our expert or reach out to our help center as outlined above.

### Users' Conduct

You agree, undertake and confirm that your use of the Chatbot shall be strictly governed by the conditions that you shall not host, display, upload, download, modify, publish, transmit, update or share any information which is fraudulent, misleading, abusive, grossly harmful, harassing, blasphemous, defamatory, obscene, pornographic, pedophilic, libelous, slanderous, criminally inciting or invasive of another's privacy, hateful, or racially, ethnically objectionable, threatening the unity and integrity of the nation, disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatsoever, or unlawfully threatening or unlawfully harassing including but not limited to "indecent representation of women" within the meaning of the Indecent Representation of Women (Prohibition) Act, 1986.

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### Indemnity

You shall indemnify and hold harmless ICICI Bank, its subsidiaries, affiliates and their respective officers, directors, agents and employees, from any claim or demand, or actions including reasonable attorney's fees, made by any third party or penalty imposed due to or arising out of your breach of these Terms of Use or any document incorporated by reference, or your violation of any law, rules, regulations or the rights of a third party.

### Governing law and jurisdiction

These Terms of Use are governed by the laws of India. Any action, suit, or other legal proceeding, which is commenced to resolve any matter arising under or relating to the Chatbot, shall be subject to the jurisdiction of the courts at Mumbai, India.