

Google Chat

Google Ireland Limited ('Google')

Gordon House, Barrow Street, Dublin 4, Ireland

<https://support.google.com/>

Effective 21 December 2020

Contract summary

- This contract summary describes the main elements of our service offer as required by EU law¹.
- It is intended to help you make a comparison between service offers.
- Complete information about our service offer is available in other documents.

Services

Google Chat is an instant messaging service offered across devices and platforms through a web interface or app. An Internet connection is required to send or receive messages via Google Chat. Google Chat is provided by Google using reasonable skill and care, although no minimum levels of quality of service are offered.

Price

Google Chat is offered at no cost, and its use is subject to compliance with the Google Terms of Service (available at <https://policies.google.com/terms>).

Duration, renewal and termination

Google Chat is available for you to use immediately after sign-up. You are not committed to using Google Chat for a fixed duration and are free to stop using it at any time.

Features for end users with disabilities

You can use bots as part of Google Chat to help automate work and also use a screen reader and keyboard shortcuts. Further details available at <https://www.google.com/accessibility/>.

Other relevant information

Customer support: Help/Support for Google Chat is available at <https://support.google.com/>.

Disputes: You may be able to take a complaint to an alternative dispute resolution provider listed at <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2> or another provider, as legally required for your country. Further details are available in the Google Terms of Service.

Security incidents: Google maintains a rigorous 24/7 incident management programme to identify and respond to security or privacy events without delay. Google also provides a Google security checklist to help you manage your online security.

Personal data: In order to sign up to Google Chat, you need to provide your name, email address and phone number. The Google Privacy Policy (available at <https://policies.google.com/privacy>) provides further information on the personal data that is collected by Google when you use Google Chat. The Google Privacy Policy does not form part of the contract between you and Google, or of this summary.

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).