

QIA Agent Terms of Use

1. Scope

These Terms of Use («**Terms**») govern your access to and use of the AI Laboratory Assistant chatbot («**QIA Agent**») provided by QIAGEN GmbH, QIAGEN Str. 1, 40724 Hilden, Germany («**QIAGEN**», «**we**», «**us**») and embedded on its website <https://www.qiagen.com/> («**Website**»). By accessing or using QIA Agent, you acknowledge that you have read, understood, and accepted these Terms.

2. Permitted Use

You may use QIA Agent solely for its intended purposes. These purposes are to obtain general research-related experiment support, information about QIAGEN's products available on its Website, including general product-related information, product comparisons, and personalized recommendations based on your specific requirements. Where explicitly requested, QIA Agent may also provide direct links to relevant resources such as kit handbooks, display real-time stock availability, order status tracking, and support conversational buying by allowing you to add products directly to your cart within the chat interface.

QIA Agent is designed exclusively for information, internal research and support purposes. It is not intended to provide professional, legal, medical, or financial advice, nor is it meant to substitute scientific research. You acknowledge that QIA Agent generates responses using artificial intelligence and publicly available information. QIA Agent's responses or content may therefore be incomplete, inaccurate, outdated, or not applicable to your specific situation. As such, you should not rely solely on QIA Agent for making critical decisions and are responsible for independently verifying any important information received.

QIA Agent is not designed or intended to process personal data, and we strongly discourage you from submitting personal data to QIA Agent through queries or prompts. If you nonetheless include personal data in a query, it will be processed in accordance with our Privacy Notice.

You are solely responsible for ensuring that your use of QIA Agent, and any information or content obtained through it, fully complies with all applicable laws and regulations, including but not limited to data protection and intellectual property laws, and does not infringe upon the rights of third parties. QIA Agent uses third-party sources to support its functions, including Microsoft Azure OpenAI Service, Perplexity and SerpAPI.

3. User Obligations

You agree not to:

- Use QIA Agent to transmit or distribute unlawful, harmful, or malicious content;
- Interfere with or disrupt QIA Agent or its security features;
- Attempt to gain unauthorized access to any part of QIA Agent or its systems;

- Reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code, underlying ideas, algorithms, or models of QIA Agent, nor permit others to do so;
- Use the QIA Agent Materials (as defined below) or QIA Agent's output to create, train, or improve (directly or indirectly) any similar or competing product or service;
- Engage in any automated or systematic data gathering, scraping, or extraction of content from QIA Agent;
- Remove, alter, or obscure any copyright, trademark, or other proprietary notices contained in or on the QIA Agent Materials (as defined below) or output;
- Use automated tools to extract data without the explicit permission of QIAGEN;
- Share your login credentials or otherwise permit access to your individual My QIAGEN account (if registered when using QIA Agent) to any third parties;
- Use QIA Agent in any way other than that described in these Terms, nor for any purpose other than those described in Section 2.

Any of the above uses is strictly prohibited. QIAGEN reserves the right to restrict or terminate access to QIA Agent in case of misuse of QIA Agent or legal non-compliance.

4. Registration and Account

Certain features of QIA Agent may require registration via the My QIAGEN sign-in system. Your My QIAGEN account is personal, and you shall keep your login credentials confidential. You must not permit any third party to access your My QIAGEN account. You are fully responsible for all activities that occur under your My QIAGEN account. Notify us immediately if you suspect any unauthorized access or use of your My QIAGEN account. Your registration and use of the My QIAGEN sign-in system are further governed by the My QIAGEN Terms of Use, which can be found [here](#).

5. Intellectual Property

Any and all rights, title, and interest in and to QIA Agent, including all related content, data, software, algorithms, user interfaces, and signs («**QIA Agent Materials**»), are and shall remain the exclusive property of QIAGEN or its licensors. The QIA Agent Materials are protected by applicable intellectual property and other laws. You are granted a limited, non-exclusive, non-transferable, non-sublicensable, and revocable right to access and use QIA Agent solely for your internal research and informational purposes as set out in these Terms. This license is granted for as long as you comply and agree to be bound by these Terms. The output generated by QIA Agent may include or be based on content owned by QIAGEN or third parties. Content of third parties, including cited sources, remains subject to the rights of such third parties and their terms and conditions of use, and may only be used in line with such rights, terms and conditions, for which you are solely responsible. No rights, whether intellectual property or otherwise, are licensed or granted in connection with QIA Agent except for those expressly and specifically set forth herein; no rights are assigned or transferred in any way.

6. Data Protection and Privacy

We process any personal data provided through or in connection with the use of QIA Agent in accordance with applicable data protection laws. While you are not generally required to provide us with your personal data in order to use QIA Agent (and we specifically ask that you do not submit personal data to QIA Agent through queries or prompts), you may be required to provide some personal data to access specific features.

QIA Agent may use a limited form of profiling within the meaning of Article 4(4) GDPR to personalize product recommendations. No decisions producing legal or similarly significant effects on you are taken solely on the basis of automated processing within the meaning of Article 22(1) GDPR. You may request human review of any QIA Agent output by contacting a QIAGEN representative.

Information about how we collect and process your data, your rights (including the rights of access, rectification, erasure, restriction, objection, portability, and withdrawal of consent), and our use of cookies can be found in the QIA Agent Privacy Notice, which is available [here](#) and our general Privacy Policy available at <https://www.qiagen.com/us/privacy/privacy-policy>.

7. Third-Party Content

Content originating from third parties or third-party websites via QIA Agent (e.g., via the Perplexity API or the SerpAPI) is provided for informational purposes only. The use of third-party services or websites is subject to their respective terms of use. QIAGEN assumes no responsibility or liability for any third-party content that is accessed via QIA Agent or made available to users via QIA Agent, except where liability cannot be excluded under mandatory applicable law. Users acknowledge that any interaction with third-party content or services is at their own risk. For further information, please refer to the terms of use and privacy notices of the respective third-party providers.

8. Limitation of Liability and Warranty

To the fullest extent permitted by applicable laws, QIA Agent is provided "as is" and "as available". No specific availability, uptime, or service levels are guaranteed. We make no warranties, express or implied, regarding the accuracy, reliability, fitness for purpose, merchantability of QIA Agent, or non-infringement of any rights. We shall not be liable in any way for any interruption of access, system overloading, network issues, suspension or discontinuation of the QIA Agent service, nor for damages of any kind resulting therefrom. In particular, technical problems or maintenance work may result in an interruption of access or suspension of QIA Agent, for which we shall not be liable to pay any compensation. To the extent permitted by applicable law, QIAGEN excludes all liability for direct, indirect, or consequential damages arising from your use of or inability to use QIA Agent. You use QIA Agent at your own risk.

9. Indemnification

You agree to indemnify, defend, and hold harmless QIAGEN from any claims, damages, or expenses arising from your use of QIA Agent, your violation of these Terms, or your infringement of any third-party rights.

10.Changes to the Terms

We reserve the right to amend any section of these Terms at any time. Changes will be communicated via QIA Agent or other appropriate means. Continued use of QIA Agent after such changes constitutes your acceptance of the new Terms.

11.Modification of QIA Agent and Termination

We may suspend or modify QIA Agent and its services at any time, without prior notice. We may also suspend or terminate your access to QIA Agent, at any time, with or without notice, if you breach these Terms or if required by law. Upon termination, your right to use QIA Agent ceases immediately.

12.Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

13. Governing Law and Jurisdiction

These Terms are governed exclusively by German law. Any disputes arising from or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in Düsseldorf, Germany.

14. Contact Us

If you have any questions about QIA Agent or these terms, please contact Customer Support at: <https://www.qiagen.com/us/knowledge-and-support/contact-customer-support>.

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