

## eBUAK-Portal terms of use

### General

The eBUAK Portal is an online platform for web applications to help comply with legal reporting obligations as well as submit payment claims in accordance with the Act on Construction Workers' Annual Leave and Severance Pay (BUAG). Use of these web applications is mandatory for companies subject to BUAG (§22 (6) and §33g (5) of BUAG, §10 (1) of BSchEG). In addition, BUAK offers additional online services via the eBUAK portal to authorised users.

### User access

1) Access to the eBUAK Portal is made available to all companies subject to BUAG that are electronically registered by BUAK with a company data sheet for the purposes of calculating contributions, and to their legally authorised tax advisers. Access is granted via a username and password posted automatically by mail from BUAK to the address provided on the company data sheet. Authorised tax advisers will also be mailed login details on receipt of a letter of authorisation by the relevant regional office or Corporate Customer Service. If a new company is added by a tax adviser that already has access to the eBUAK Portal, after submitting a letter of authorisation BUAK automatically issues access to use the web applications for this company too. If a tax adviser's authority is withdrawn or transferred to another authorised tax adviser, BUAK must be informed immediately to ensure the access rights to the eBUAK Portal are also deleted.

2) The login details sent out grant administrator access. This allows the administrator to grant, withdraw or modify access privileges for additional company employees or an authorised tax adviser via the eBUAK portal. The administrator appointed by the authorised tax adviser or company is responsible for managing the login details of users at a company, and is entrusted with the login data once it has been received.

3) In the event that the login details received by post are lost or forgotten, please contact [onlineservices@buak.at](mailto:onlineservices@buak.at). In this case, a new password is randomly generated and sent immediately to the e-mail address provided when the administrator logged in to the eBUAK Portal for the first time.

4) Companies using the national Company Service Portal (Unternehmensserviceportal - USP) can access the eBUAK Portal without entering any additional access data. Any questions or requests for assistance with logging in should be directed to the USP Service Team on the hotline number +43 (0) 810 202 202. Access to individual eBUAK web applications can only be granted to users of the eBUAK Portal or the USP by users with administrator access to the eBUAK Portal.

### Availability

The eBUAK Portal can normally be accessed 7 days a week, 24 hours a day. Access is not possible during service and maintenance periods. Service and maintenance work requiring more than 10 minutes of system downtime will be announced on the front page of the eBUAK Portal.

### Technical support

Support and troubleshooting of technical problems is available from Monday to Thursday from 7.15 am to 4.00 pm, and between 7.15 am and 1.00 pm on Fridays. Please send a description of the problem via e-mail to [onlineservices@buak.at](mailto:onlineservices@buak.at).

**Duty of care/disclaimer**

- 1) To ensure that third parties do not gain access to data held on the eBUAK Portal, users are required to keep their usernames and passwords secret and to change their password regularly (at least every six months). Any suspicion of inappropriate use should be reported to BUAK. BUAK bears no responsibility for any damages caused by the user or a third party due to inappropriate use of web applications.
- 2) BUAK reserves the right to block access to the eBUAK Portal in the event of suspected inappropriate use by an individual user.
- 3) BUAK makes every effort to minimise disruption to accessing information and web applications caused by faults and incompatible software. BUAK is in no way accountable for failure to provide an uninterrupted service or any other disruption to the service.
- 4) BUAK provides no guarantee that the data accessed is complete or accurate. If there are any differences between the data displayed by the user's system and that of BUAK, the BUAK data prevails.
- 5) BUAK is accountable for damages caused by acts of BUAK employees only in the event of premeditation or gross negligence.
- 6) BUAK handles personal data in accordance with the provisions of the Data Protection Act (Datenschutzgesetz - DSG 2000).

**Payment**

The use of web applications on the eBUAK Portal is free of charge.

Note: general costs associated with internet use are not borne by BUAK.

**Declaration of consent**

The user is required to agree to these general terms of use on entering the eBUAK Portal for the first time.

**Applicable law, place of jurisdiction**

Subject to Austrian law and the exclusive jurisdiction of the court in Vienna appropriate to the individual case.