

General Terms of Service (ToS)

Website: ruth-its.at

Last updated: 2026-03-25

1. Introduction

Welcome to ruth-its.at ("Website"). These General Terms of Service ("Terms") govern your use of this Website and any services provided through it. By accessing or using the Website, you agree to be bound by these Terms. If you do not agree with these Terms, please do not use the Website.

2. Operator Information

The Website is operated by: Ruth IT Solutions GmbH, Sandgasse 36/4, 8010 Graz (UID Number: ATU 81304679). Further mandatory disclosures are provided in the Impressum page in accordance with §5 ECG and §14 UGB.

3. Scope of Services

The Website provides information, digital services, and/or products related to IT services, consulting, and related offerings ("Services"). We reserve the right to modify, suspend, or discontinue any part of the Services at any time without prior notice.

4. User Obligations

By using the Website, you agree: - To provide accurate and truthful information when required - Not to use the Website for unlawful purposes - Not to interfere with the operation or security of the Website - Not to attempt unauthorized access to any part of the Website

5. Intellectual Property

All content on the Website, including text, graphics, logos, and software, is the property of Ruth ITS or its licensors and is protected by applicable intellectual property laws. You may not copy, reproduce, distribute, or create derivative works without prior written consent.

6. User Content

If you submit content (e.g., messages, comments, files), you grant us a non-exclusive, worldwide, royaltyfree license to use, reproduce, and process such content for the purpose of providing the Services. You are responsible for ensuring that your content does not violate any laws or third-party rights.

7. Prices and Payments

All prices are indicated in EUR and include statutory VAT where applicable, unless stated otherwise. Additional costs (e.g., delivery or transaction fees) will be clearly communicated before the order is completed.

8. Right of Withdrawal (Consumers within the EU)

If you are a consumer within the meaning of the Austrian Consumer Protection Act (KSchG), you have the right to withdraw from a contract concluded online within 14 days without giving any reason. The withdrawal period is 14 days from the day of contract conclusion. To exercise your right of withdrawal, you must inform us via a clear statement (e.g., email) of your decision to withdraw. If you withdraw from this contract, we shall reimburse all payments received without undue delay and no later than 14 days from the day on which we are informed of your decision. The right of withdrawal may not apply to: - Fully performed services where performance has begun with your prior consent - Digital content where execution has begun with your consent and acknowledgment of loss of withdrawal right

9. Electronic Contracting

Contracts may be concluded electronically via the Website. Before submitting an order, users have the opportunity to review and correct their input.

10. Limitation of Liability

To the extent permitted by law, we exclude liability for slight negligence. Liability for damages caused by intent or gross negligence remains unaffected. We are not liable for indirect damages, loss of profit, or data loss unless required by mandatory law.

11. External Links

The Website may contain links to third-party websites. We are not responsible for the content or practices of such external sites.

12. Data Protection (GDPR)

We process personal data in accordance with the General Data Protection Regulation (GDPR) and Austrian Data Protection Act (DSG). Detailed information is provided in our Privacy Policy, including: - Types of data collected - Legal basis for processing (Art. 6 GDPR) - Data subject rights (access, rectification, erasure, restriction, portability, objection) - Contact details of the controller

13. Cookies and Tracking

The Website uses cookies and similar technologies in accordance with applicable laws (ePrivacy Directive and Austrian TKG). Users are informed via a cookie banner and can manage their preferences.

14. Online Dispute Resolution (ODR)

Consumers may submit complaints via the EU Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr/>. We are not obliged to participate in dispute resolution proceedings before a consumer arbitration board unless legally required.

15. Termination

We reserve the right to suspend or terminate access to the Website at our discretion, especially in cases of violation of these Terms.

16. Changes to Terms

We may update these Terms from time to time. Continued use of the Website constitutes acceptance of the revised Terms.

17. Governing Law and Jurisdiction

These Terms shall be governed by Austrian law, excluding conflict of law rules and the UN Convention on Contracts for the International Sale of Goods (CISG). For disputes with consumers, the statutory place of jurisdiction applies. For business users, the competent court at the registered office of Ruth ITS shall have exclusive jurisdiction.

18. Severability Clause

If any provision of these Terms is or becomes invalid, the validity of the remaining provisions shall not be affected.

19. Language

These Terms are provided in English. In case of discrepancies, the German version (if provided) shall prevail for legal purposes.

20. Contact

For questions regarding these Terms, please contact us using Contact form.