



Vodafone Device Support – Overview

Who can use Vodafone Device Support?

Vodafone Device Support (“the Service”) is available to all customers on an eligible Vodafone Small Business Plan either as an inclusive part of their plan or as a bolt-on. All customers must be aged 18 or older and must be using an IOS or Android device running Android software version 4.1 or higher or iOS 10 or higher. We reserve the right to suspend or remove user’s access to the Service, the grounds on which we can do this are explained below. You agree that the information you provide us upon registration and at all other times will be true, accurate, current and complete.

Service Summary

The Service provides you with access to a mobile application that can detect common problems (the “App”) and to an internet-based portal (“Web Portal”) for troubleshooting and information on how to repair common problems that occur in mobile devices including access to Technical Support agents via the App’s “Live Help” function.

What does Vodafone Device Support provide?

Secure Your Personal Information

Secure Backup — 100GB of data back-up for anything stored on your device you don’t want to lose. Plus, previously backed-up files can be restored when needed.

Locate - Locates a lost or stolen Android or iOS device.

Alert, Lock and Wipe — Once you’ve located your lost or stolen Android device, it sounds an alarm even if the device is on vibrate or silent, remotely locks it and/or wipes sensitive data. **This is available for Android devices only.**

Anti-malware— Software to help protect Android devices from potential hackers and threats. **This is available for Android devices only.**

Optimise Device Performance

Performance Monitoring — Even when the App is closed, diagnostics are quietly at work in the background to optimise performance.

My Coverage — One convenient place to look up your Device Support terms of use and the terms governing your use of the App and Web Portal.

Troubleshooting — Self-help pointers lead the way on how to solve small issues before they become big ones, such as; advice on closing down apps to improve device performance and updating to the latest available software to improve device features.

Alerts — Instant SOS warns when something is amiss; for example, over heating of your device or apps still running in the background. These alerts are designed to notify you so that improvement can be made to ensure your device is providing optimum performance.

Device Support Tips — Gives you device specific tips to help you master your device and ensure that you are getting the most out of it.

Data Monitor — Signals how much data is being used to help steer clear of unexpected data charges.

Battery Forecast — Displays readings for you to monitor how long your battery is going to last.

Battery Boost — If battery power is going down the drain, it guides you on how to adjust your settings to keep your device up and running for longer.

Storage Manager — Shows files by size and type and checks available memory to help you decide what to clean out to unclutter and make more space.



Solve Technical Issues

Technical Support — Tap on the “Live Help” button to contact an advisor. This is available for you to use not only for your own device but for tablets, printers and other connected devices within your business.

How to set up your Vodafone Device Support account

1. Once you have an eligible Vodafone Small Business Plan or have chosen Device Support as a bolt-on, you will be sent a text message to the mobile device registered with Vodafone.
2. The text message contains a web link, tap on the web link to take you directly to the App.
3. Tap the Install/Get button in order to download the App directly from the app store.
4. Once the App has downloaded, open it and set up your account login details by creating a username and password.
5. Once logged in you can access the Device Support benefits detailed above. You can also use your login details to access <https://devicesupport.vodafone.co.uk>, where you can access information about your registered device, manage the locate feature, check your usage and manage your storage.



Vodafone Device Support Terms of Use

Device Support is provided to Vodafone Customers by Assurant¹. These Terms of Use apply to your use of Device Support (the “Service”).

Before you register your device for the Service, please carefully read these Terms of Use. By registering for the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use, including any future modifications to them.

From time to time, we will release updates to the App in order for us to continue to provide the Service. It is your responsibility to ensure that all App updates are completed. We will also notify you of any significant changes to these Terms of Use, for more information please see below.

You are responsible for usage of the Service. There is no obligation to use Device Support.

App and Web Portal

When you use the App or Web Portal, you will also need to comply with the Device Support and Web Portal Terms which tell you how you are allowed to use the App and Web Portal. You can see a copy of the Device Support App and Web Portal Terms and privacy notice at <https://devicesupport.vodafone.co.uk/terms>

By downloading the App and by accessing the App and/or Web Portal you agree to be bound by those terms so please make sure that you read them carefully before you download the App or access the Web Portal.

1. Definitions

Words or expressions that have a particular meaning in these Terms of Use are defined in this section and have the same meaning wherever they appear.

- “App” means the Device Support app
- “Service” means Vodafone Device Support
- “Technical Support” means support available as part of the Service from a technical support agent during the Technical Support opening times
- “Us” or “We” refers to Assurant
- “Web Portal” means the internet-based portal at <https://devicesupport.vodafone.co.uk> which you may access as part of the Service

2. Vodafone Device Support Eligibility

To be eligible for Vodafone Device Support you must:

- Be aged 18 years or older
- Have either an iOS or Android device running Android software version 4.1 or higher or iOS 10 or higher
- Register the device with Us (“Registered Device”)
- Have either:
 - An eligible Vodafone Small Business Plan where Device Support is included; or
 - Chosen Device Support as a chargeable extra

To find out if you are eligible for the Service you can login to your My Vodafone account or call **191** free from your Vodafone phone.

3. Scope and duration of the Service

- 3.1 Vodafone Device Support allows you to:
- (a) Access the App and the Web Portal
 - (b) Access Technical Support Advisers

¹ Lifestyle Services Group Limited t/a Assurant (Company registration number 5114385) whose principal office is Emerald Buildings, Westmere Drive, Crewe, CW1 6UN



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What does Device Support do?

- 3.2 Device Support helps to identify and notify you if or when your Registered Device encounters an issue. It offers self-serve tools to empower you to resolve issues, provides you with easy access to your device documents and the use of the Web Portal for information about your device.
- 3.3 Once you download and register for the App, you will have access to:
- Diagnostics - Performance Monitoring and Troubleshooting: the App will run diagnostics to monitor the performance of your Registered Device, analysing battery life, storage and speed connection to help you identify actions to optimise and improve the Device's performance. The App will allow you to access the Device's diagnostic report and review troubleshooting suggestions which provide quick instructions on how to resolve issues, and it also provides access to 'Data Monitor' which you can use to signal how much data your device is using, and alerts which detect and alert you when something is amiss with your device.
 - Device Support Tools and Tips: Device-specific information, including "how-to" tips and tricks and step-by-step troubleshooting guides written in simple, everyday language.
 - Locate: If your Device is lost or stolen, Device Support can help you to locate it.
 - Data Backup: You will have up to 100GB of data backup for content on your Registered Device allowing you to back up and restore your photos, music, videos, and events on an iOS device. On an Android device, you can also back up and restore documents, contacts, texts, picture messages and call logs.
 - Live Help: Tap the "Live Help" button to get Technical Support

If your Registered Device is an Android, you will also have access to the following additional features:

- Alert, Lock and Wipe: Once you have located your lost or stolen Android Device using "Locate", Device Support gives you the option to remotely wipe all data from it. Wipe includes the ability to erase your data (such as contacts and calendars) and SD card data (downloads or anything you have stored on the SD card) or to perform a full factory reset which removes all accounts, user data and SD card data. You can choose between wiping your data and/or SD card data or performing a full factory reset.
- Anti-Malware: Device Support includes software that helps safeguard Android Devices from potential hackers and other threats.

What is supported with Technical Support?

- 3.4 If you tap on the "Live Help" button via the App during the Technical Support opening hours, you will be connected to an advisor trained to support with technical queries. Technical Support opening hours are set out below. The Technical Support service covers issues with your device such as device-to-device connectivity, Bluetooth®, Wi-Fi, setup and installation, help with setting up your new device and installing new software and apps. The advisor will also take you through the features of your new device and suggest helpful hints and tips that could improve your device usage, they can even support with transferring data from your old device to your new one. Support can be provided not only for your Registered Device but for tablets, printers and other connected devices within your business.

What isn't supported with Technical Support?

- 3.5 Whilst we can provide support for other devices, we can't provide support or help you resolve problems which are caused by, or which result from, other devices. So, for example, if you were struggling to connect your Registered Device to a printer, advisors could help you to follow the right steps on your device to connect to the printer, but they can't help you if the device fails to connect because of a problem with the network or servers your printer is connected to.
- 3.6 We also can't provide technical support if you are having issues with your Vodafone network – you will need to address those issues directly with Vodafone by calling **191** free from your Vodafone mobile or **0333 3040191** from any other phone



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The Technical Support Opening Hours

Monday – Friday 8.00am – 9.00pm
Saturday – Sunday 9.00am – 9.00pm
Excluding UK Bank Holidays

Using and accessing the App and the Web Portal

- 3.7 Once your Vodafone Small Business Plan starts or you select Device Support as a chargeable extra, you will receive a text or email within 72 hours, which will provide you with a link to download the App. You will be able to access the Service as soon as you receive the text. The Web Portal is accessed via <https://devicesupport.vodafone.co.uk>
- 3.8 When you use the App or Web Portal, you will also need to comply with the Device Support and Web Portal Terms, which tell you how you are allowed to use the App and Web Portal. You can see a copy of the Device Support App and Web Portal Terms and privacy notice at <https://devicesupport.vodafone.co.uk/terms>
- 3.9 By downloading the App and by accessing the App and/or Web Portal you agree to be bound by those terms, so please make sure that you read them carefully before you download the App or access the WebPortal.
- 3.10 Access to the App and Web Portal will continue until your Small Business Plan or Device Support chargeable- extra is cancelled or terminated or until you or We cancel the Service in accordance with these Terms of Use (whichever is the earlier). If your Small Business Plan or your Device Support chargeable extra is cancelled or terminated at any time, you will also lose your access to Device Support Technical Support. For more information on termination and cancellation, see section 6 below.

4. Registration and your account

- 4.1 You agree that the information you provide Us upon registration and at all other times will be true, accurate, current and complete. It is your responsibility to ensure that this information is kept accurate and up to date at all times.
- 4.2 When you register for the App and/or Web Portal, you will be asked to provide a password. As you will be responsible for all activities that occur under your password, you should keep your password strictly confidential at all times and follow industry best practices for protecting your account. You may not allow anyone else to use your account.
- 4.3 You must notify Us immediately by calling **0333 009 5642** if you know or suspect that there has been any unauthorised use of your password or if you believe that your password is no longer confidential. If We have reasonable grounds to believe that your password is no longer confidential or that there has been any unauthorised access to your account, We may suspend your account and/or require you to alter your password.

5 What if you change Your Registered Device?

If you upgrade or change Your Registered Device, you will need to call Vodafone on **191** free from a Vodafone mobile or **0333 3040191** from any other phone, and your new Device will then be registered with Vodafone and a new link sent to you to access your Device Support account, using your existing login details.

6 Fees, cancellation and refunds

Fees

- 6.1 If you have Device Support included in your Vodafone Small Business Plan, you won't need to pay any additional amount for Device Support.
- 6.2 If you have selected Device Support as a chargeable extra, you will need to pay a monthly fee for the Service. The amount of that monthly fee will be explained to you at the time that you select Device Support and will be added to your Vodafone monthly bill. If you have any questions or comments about the fees you are paying for the Service, please call Vodafone on **191** free from a Vodafone mobile or **0333 3040191** from any other phone.
- 6.3 We are not responsible for any costs incurred with Vodafone by downloading, installing or using the App including downloading any information that populates the App.



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Cancellation, suspension, termination and refunds

- 6.4 Where you cancel or terminate your Vodafone Small Business Plan, we will automatically cancel the Service.
- 6.5 If you have selected Device Support as a chargeable extra, you can cancel the Service at any time by notifying Vodafone of your cancellation by logging into your My Vodafone account or calling **191** free from your Vodafone phone.
- 6.6 If you cancel, your access to the Service will be withdrawn within 72 hours of you notifying Vodafone of your cancellation. If you have chosen Device Support as a chargeable extra, you will only be charged a pro-rated daily amount of the monthly fee based on the date of your cancellation.
- 6.6 We may suspend, terminate, cancel or refuse you access to the Service where:
- We believe it is necessary to ensure the safety and security of your personal information or that of other customers using Device Support;
 - We believe it is necessary to prevent a crime or fraud, or where required by law; or
 - We believe you have breached these Terms of Use or the Device Support App and Web Portal Terms.
- 6.7 We will also suspend access to the App and/or Web Portal from time to time to allow Us to conduct regular maintenance.
- 6.8 Where We exercise any of our rights of suspension, termination or refusal lawfully and in accordance with these Terms of Use, We will not be liable to you or any third party for the termination, refusal or suspension nor obligated to reimburse you for any payments made to Vodafone (if any). These remedies are in addition to any other remedies We may have according to applicable law.
- 6.9 When your Device Support is cancelled or terminated, We will send you confirmation of the cancellation/termination within 72 hours by text or email.

7 What happens to your data when Vodafone Device Support is cancelled or terminated?

When you receive confirmation of cancellation/termination, your access to the Service will be withdrawn but you will still be able to access the Web Portal for a period of 30 days to restore any data, which you have backed up using Device Support. It is important that you restore this data as soon as possible as it will only be available for 30 days, and after this 30-day period, your data will be deleted.

8 Limitation of Liability

- 8.1 Nothing in these Terms of Use excludes or limits in any way Our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by Our negligence or the negligence of Our employees, agents or subcontractors and fraud or fraudulent misrepresentation.
- 8.2 The App and Web Portal are provided on an "as is" and "as available" basis without any representation or endorsement made and subject to paragraph 8.2 below. We make no warranties, whether express or implied, in relation to either the App or Web Portal or their use. You acknowledge that We cannot guarantee and cannot be responsible for the security or privacy of the App and any information provided by you. You must bear the risk associated with the use of the Internet.
- 8.3 Subject to paragraph 8.1 above, to the maximum extent permitted by law, Our liability to you is limited to Us performing our obligations under these Terms of Use with reasonable skill and care and our total liability to you for the provision of the Service is £350 or the total amount paid by you for accessing the Service in the (twelve) 12 months preceding your claim (if any), whichever is the greater. In no event will We be liable for:
- (a) any costs incurred with Vodafone by downloading, installing or using the App or Web Portal including downloading any information that populates the App or Web Portal;
 - (b) any indirect, special, punitive, exemplary or consequential losses or damages of whatever kind arising out of your use or access to the App or Web Portal, including loss of profit or the like whether or not in the contemplation of the parties, whether based on breach of contract, tort (including negligence), product liability or otherwise;
 - (c) any damage or alteration to your equipment including but not limited to computer equipment, handheld device or mobile device as a result of the installation or use of the App or Web Portal; or
 - (d) any failure to perform Our obligations hereunder where such failure results from any cause beyond Our reasonable control including, without limitation, mechanical, electronic or communications failure or degradation.



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8.4 We do not warrant that any materials on the App or Web Portal will meet all of your requirements or that your access to the App or Web Portal will be uninterrupted, timely, secure or error free. Any material downloaded or otherwise obtained through the use of the Service is done at your own discretion and risk and you are solely responsible for any damage to your Registered Device or corruption or loss of data that results from the download of any such material.

8.5 No advice or information, whether oral or written, obtained by you from Us or through or from the Service or any materials on the App or the Web Portal shall create any warranty not expressly stated in these Terms of Use.

9 Changes to these Terms of Use

From time to time, we may change these Terms of Use. We will give you at least 28 days' notice of any changes by sending a text message to your Vodafone mobile.

10 How we will contact you

You agree that all communications between you and Us will be conducted electronically, and this includes all notices, reports, documents, disclosures or other information that We are required to provide to you by law or as is reasonably necessary to provide the Service. We may provide communications to you by one or more of the following methods:

(1) via email; (2) on the App or Web Portal; (3) via text or picture message; or (4) any other method to the extent permissible by law.

11 Making an Enquiry or Complaint

11.1 We will always be fair and reasonable. Should there ever be an occasion when you feel that We have not provided you with a satisfactory level of service, We would like you to inform us so that We can do our best to solve the problem.

11.2 We always do Our best to deal with any query promptly. You can email us at vodafone.insurance@lifestylegroup.co.uk

11.3 We will attempt to resolve your query immediately. If this is not possible, We promise to acknowledge your query within 5 working days of receiving it. In the unlikely event that your query has not been resolved within 4 weeks of Our receiving it, We will write and let you know the reasons why, and what further action We will take.

11.4 Once We have resolved your query, We will confirm our response in writing. If you are not satisfied with our decision, please contact the Customer Relations Manager at the above address.

12 Third Party Rights

All third-party rights are excluded, and no third party shall have any right to enforce these Terms of Use.



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13 Waiver

13.1 If We fail, at any time, to insist upon strict performance of any of your obligations under these Terms of Use, or if We fail to exercise any of the rights or remedies to which We are entitled under these Terms of Use, this will not constitute a waiver of such rights or remedies and will not relieve you from compliance with such obligations.

13.2 A waiver by Us of any default will not constitute a waiver of any subsequent default.

13.3 No waiver by Us of any of these Terms of Use will be effective unless it is expressly stated to be a waiver and is communicated to you in writing.

14 Severability

14.1 If any court or competent authority decides that any of the provisions of these Terms of Use are invalid, unlawful or unenforceable to any extent, the provision will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

15 Entire Agreement

15.1 These Terms of Use and any document expressly referred to in them constitute the whole agreement between us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of these Terms of Use.

16 Law and Jurisdiction

These Terms of Use, their subject matter and formation will be governed by the Laws of England and Wales and you and We both agree that the courts of England and Wales will have exclusive jurisdiction. If you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

17 Data Protection

How we handle your personal information

Assurant, with mailing address of Emerald Buildings, Westmere Drive, Crewe, CW1 6UN, is committed to preserving the privacy of our customers. Please read the following privacy notice to understand how we, as a data controller, collect, use and protect the personal information that you provide to us for purposes of providing the Service to you. To view the full **Vodafone Device Support Privacy Notice**, please visit <https://devicesupport.vodafone.co.uk>

Personal information that we collect from and about you

We collect and use the following personal information from you as part of providing this Service to you:

- Name and contact details (e.g., postal address, telephone number, mobile number, email address, etc.);
- Device information related to the device on which you have installed the App, such as device settings (e.g. Wi-Fi On/Off), device name (e.g., "John's phone"), activities (e.g., Bluetooth was disabled), device performance profiles, malware signatures and application/system logs (to detect application crashes and other potentially harmful occurrences) and your IP address;
- Service usage information (e.g., how often you use the App);
- Location data when you use our App;
- Additional information (e.g., contacts, calendar, call log, text messages, photos, videos, audio recordings) may be collected depending upon the App features that you are eligible to use, and the permissions that you have granted;
- Records of any correspondence regarding any specific enquiry (e.g., when you use the 'Live Help' button and when text messages are received from or sent to Us); and
- Feedback that you provide on the Service (including through customer experience surveys).



You can choose whether you provide this information to us, but if you decide not to do so, we won't be able to provide the Service.

This information is intended to be used by us for the following purposes:

- For statistical analysis, customer experience surveys (where permitted and in compliance with applicable laws), performing internal administrative functions, handling customer enquiries, managing customer relationships and evaluating the appropriateness of this service and its benefits. We use your information for these purposes where necessary for pursuit of our legitimate interests (monitoring and improving our offerings and our customer experience and administering our internal processes).
- Anti-money laundering, anti-terrorism efforts and sanctions screening. We use your information for these purposes where necessary for compliance with our legal obligations.

Personal information that we collect from other sources

We also collect and use personal information about you from third parties. We will receive your name, contact information (including postal address and telephone number) and account information (such as account number) from your telecommunications provider (through whom you have procured this Service) to enable us to administer and perform the Service. We will receive usage information from the third parties (such as The Signal, LP - an Assurant group company) with whom we have partnered to provide the Service.

Who we share your personal information with

Your personal information will be disclosed to Assurant group companies, your telecommunications provider, and to any other entity or service provider contractually obligated to us for the purpose of performing tasks that directly relate to the above-described purposes. Your personal information will also be disclosed to public bodies and organisations in order to satisfy our legal obligations, where required.

Where we send your personal information

With respect to the aforementioned purposes, your personal information will be processed outside the European Economic Area ("EEA") in countries that do not have equivalent data protection laws. Your use of the Service (for example – when you use the Secure Backup feature) involves transfers outside the UK to the United States. For example, backups of data contained on your device may include personal information, such as photos or video recordings, and this information is transferred to the United States when you use the Secure Backup feature. Where personal information is processed outside the EEA in a country that is not subject to an adequacy decision by the EU Commission, it is adequately protected by European Commission approved standard contractual clauses, an appropriate Privacy Shield certification or a third party's Processor Binding Corporate Rules. If you would like more information on the relevant transfer mechanism or additional information on the transfers, please address these requests by using the contact details provided below.

How long we keep your personal information

Your personal information will be retained as long as necessary for the performance of the Service and for as long as required or permitted by applicable law or regulation. Where we process personal information in connection with performing the Service, we keep data for 6 years from your last interaction with us. Please note that when you use the Secure Backup feature of the Service, we delete this data 30 days after cancellation/termination of the Service.

How and why we will contact you

We may contact you by post, mobile phone, text, or email to provide the Service, obtain your views on the Service and to let you know about important changes to the Service which we are providing or to ask you to complete a customer satisfaction survey. Any information that you provide to us in response to these communications will not be used or disclosed other than in accordance with this privacy notice, or without your permission, unless required by law. If you would prefer us not to contact you to obtain your views and feedback on the Service or you change your mind in the future and would like us to stop contacting you for this purpose, you can request this at any time by calling us or in writing to: Lifestyle Services Group, PO Box 98, Blyth, NE24 9DL.

Your rights

Pursuant to the Data Protection Act 2018, you have a right of notice, access, data portability, rectification, restriction of processing, and erasure of the information we hold about you, as well as an objection right which you may exercise at any time, by sending your request in writing to: Lifestyle Services Group, Data Protection Officer, PO Box 98, Blyth, NE24 9DL, or by sending an email to dataprotectionofficer@assurant.com

Please note that the exercise of such rights is not absolute and is subject to the limitations provided by applicable law. You may address a complaint or question concerning the processing of your personal information at the above-mentioned contact details. You may also lodge a complaint with your local data protection authority, which in the UK is the Information Commissioner's Office, in the country where you live, work, or where you consider the problem has occurred.