



Vodafone Business Support - Overview

Who can use Vodafone Business Support?

Business Support (the “Service”) is provided by Assurant¹ and is available to all customers on an eligible Vodafone Small Business Plan and customers that select the Service as a chargeable extra separate to their Vodafone contract. All customers must be aged 18 or older. 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 upon registration for the Service and at all other times will be true, accurate, current and complete.

Service Summary

Seeking legal advice from the right people to support your business can be a daunting task, and even a first conversation with a solicitor can be expensive. Business Support can help put you in touch with a variety of legal advisors and gives you access to free telephone consultations with them to help you with a range of legal queries.

Business Support partners with Law-Match² to help you find the right advisor for your needs, saving you time and trouble. Once registered, you can get access to a free initial consultation with a legal advisor by either filling out the enquiry form on <https://businesssupport.vodafone.co.uk> or calling our legal helpline on **03330 095 638** (Monday – Friday 9.00am to 5.00pm excluding UK Bank Holidays). We will then book your free consultation for a date and time that is best for you or, if a legal advisor is available to speak to you straight away, we can transfer you straight through.

Free consultations are only available on a singular case/topic basis and if you have already had a free consultation on the legal issue presented your request for a further free consultation may be rejected; other than this, there are no restrictions on the number of times you can receive the benefits of Business Support. If you do need further legal advice on your case, you can instruct the legal advisor directly – see section 2.4 below for further details.

What does Vodafone Business Support provide?

The benefits of the Service include:

- Access to legal advisors who are specialists in all facets of commercial and corporate law. This includes but is not limited to:
 - ✓ Employment Law
 - ✓ Corporate Law
 - ✓ Regulatory and Compliance Law
 - ✓ Pensions
 - ✓ Commercial Contracts
 - ✓ Intellectual Property/Information Technology
 - ✓ Commercial Property
 - ✓ Insolvency and Financial Security
 - ✓ Dispute Resolution
- Access to a free legal helpline for free legal consultation(s) between 9.00am and 5.00pm Monday to Friday (excluding UK Bank Holidays).
- A Legal Document Health Check to help make sure you have the right policies, procedures and documents in place for your business.
- Discounted rates of up to 10% on advisor’s fees if you decide to instruct the advisor to act for you after your free consultation.
- Access to a complimentary suite of commercial document templates, for example:
 - ✓ Contract of Sale Cancellation Form
 - ✓ Contract of Employment
 - ✓ Cookie Policy
 - ✓ Health & Safety Policy
 - ✓ Property Lease Contract

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

² Law-Match is the trading name of The Legal Marketing Innovation Company a company registered in England (Company No:7872469), whose registered office is at 55 King Street, Manchester, M2 4LQ. Law-Match is regulated by the Ministry of Justice, Claims Regulation Unit, 57 - 60 High Street, Burton Upon Trent, Staffordshire, DE14 1JS, regulation number - CRM29976



Vodafone Business Support Terms of Service

- ✓ Privacy Notice
- ✓ Service Agreement
- ✓ Shareholders Agreement
- ✓ Terms and Conditions
- ✓ Website Terms of Use
- ✓ Will Writing

Please visit <http://www.vodafone.co.uk/businesssupport> to see the additional benefits you receive as a Business Support customer.

How to activate Vodafone Business Support

We will automatically register you with Law-Match, so that all you need to do to get up and running is visit <https://businesssupport.vodafone.co.uk>, and input the phone number of the device, which is subject to the eligible Vodafone Small Business Plan (or the plan for which Vodafone Business Support is purchased as a chargeable extra). Then, enter the postcode you gave to Vodafone when setting up your plan and login.

How to use Vodafone Business Support to access legal advisors

Once you have activated the Service, it's simple to use. All you need to do to obtain legal advice is visit <https://businesssupport.vodafone.co.uk> and login or call **03330 095 638**, Monday to Friday 9.00am to 5.00pm (excluding UK Bank Holidays). Fill in the online enquiry form or tell us which area of law you are interested in and ask to speak with a legal advisor.

Whether you complete the online enquiry form or call our helpline, we will arrange an appointment for you to speak with a legal advisor or, if you prefer, to meet with them face to face. When you call our helpline, and if an appropriate specialist is available to speak straight away, we can arrange for you to speak to them there and then.

Following your initial free telephone consultation, if you choose to instruct the legal advisor, they will send you separate terms of engagement upon which you will engage with them directly, at discounted rates, to provide legal services.



Vodafone Business Support Terms of Use

Business Support is provided to Vodafone customers by Assurant and powered by Law-Match. These Terms of Use apply to your use of Business Support (the “Service”). Before you register for the Service, please carefully read these Terms of Use. By using the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use, including any future modifications to these Terms of Use. We will 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 Business Support. The benefits of the Service are provided to you by our partner, Law-Match. In addition to these Terms of Use, when you use access <https://businesssupport.vodafone.co.uk> your usage will also be subject to the terms of use, acceptable use and privacy policies for the website. By using the Service and accessing the website, you agree to be bound by those terms and conditions as well as these Terms of Use. Copies of the terms of use and policies which govern your use of the website can be found here <https://businesssupport.vodafone.co.uk>

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.

- “Legal Helpline” means the helpline available to you as part of the Service, open 9.00am to 5.00pm Monday to Friday excluding UK Bank Holidays
- “Service” means Vodafone Business Support
- “Us” or “We” refers to Assurant
- “Website” means the website which you may access as part of the Service

1. Vodafone Business Support Eligibility

To be eligible for Vodafone Business Support you must:

- Be aged 18 years or older
- Have either:
 - An eligible Small Business Plan; or
 - Chosen Vodafone Business Support as a chargeable extra.

To find out if you are eligible for the Service you can visit <http://www.vodafone.co.uk/businesssupport> or call **191** free from your Vodafone phone.

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.

2. Scope of the Service and important information about using Vodafone Business Support

- 2.1 Vodafone Business Support allows you to access the Website and the Legal Helpline which Law-Match provides:
- (a) Access to specialist legal advisors
 - (b) Free initial consultations with a legal advisor to help you decide if they are right for you
 - (c) Discounts to the legal advisors’ usual charging rates if you decide to instruct the advisor after your initial consultation
 - (d) Templates of some common business contracts

Important information about using the Service

- 2.2 Only the legal advisors who have a relationship with Us to provide support as part of the Service can be used as part of the Service, however, you are under no obligation to use any of these legal advisors or to use the Service. There may be other law firms or advisors who may be more appropriate or suitable for you. Our responsibility to you is limited to using reasonable skill and care to select reputable law firms and advisors.
- 2.3 Please ensure that all information that you provide in the course of the Service is correct, complete, accurate and not misleading and that you provide all relevant facts. It is your responsibility to check that information, content, material or data you have provided, whether via the Website over the Legal Helpline or to the legal advisor directly, meets these criteria and that the information the law firm holds about you is correct. Failure to provide accurate information, disclose all relevant facts or correct any mistakes or errors in the information the law firm holds about you could invalidate the legal advice provided to you. We do not accept any responsibility or liability for any loss or damage you may suffer or incur if any information, content, material or data you provide on the Website, via the Legal Helpline or directly to a legal advisor is not correct, complete and accurate or if it is misleading or if you fail to disclose all relevant facts.
- 2.4 Following an initial free telephone consultation, if you choose to instruct the legal advisor to advise you, they will send you separate terms of engagement upon which you will engage with them directly to provide legal services. Any advice or assistance, which the legal advisor provides to you once you have accepted their terms of engagement, will be subject to the terms of engagement you have agreed directly with them and you will be solely liable for any fees resulting from instructing the advisors to act for you.



Vodafone Business Support Terms of Service

- 2.5 You must get permission from any other person about whom you propose to provide information before you provide it. In submitting any other person's details, you are confirming to us that you have permission to do so and that they understand how their details will be used.

Important information about using the Website

- 2.6 All access to the Website is governed by the terms of use, acceptable use and privacy policies for the Website. The Website terms set out the basis on which you can use the Website together with any prohibitions or restrictions on use or access. You can read these terms and policies at <https://businesssupport.vodafone.co.uk>
- 2.7 You are responsible for all activities that occur under your login on the Website. You must notify Us immediately of any unauthorised use of your login details.
- 2.8 None of the material on the Website constitutes personal legal advice – it is for guidance only. Please ensure that either you seek legal advice through accessing legal advisors as part of the Service or independently before you rely on any guidance to check that it is appropriate to your specific circumstances and meets your requirements. All material on the Website is stated as being based on English, Scottish or Northern Irish law (as applicable). Please ensure that you review the correct guidance based on the law to apply to your specific situation.
- 2.9 The download and use of free legal templates from the Website does not constitute legal advice. Any template will need to be carefully considered and tailored to reflect your business needs and requirements. We make no representation and give no warranty with respect to the suitability of a template to your specific needs. You should seek legal advice before relying on any template.
- 2.10 All templates are provided as part of the Service and are for your use only; they must not be resold or supplied to any third party. Use of the templates by a third party will constitute an infringement of the intellectual property rights of Law-Match and may be actionable by them against you.
- 2.11 We will periodically update templates to reflect changes in the law however we cannot guarantee that any template or information guide is completely up to date with the law at the time you use it, each document will be clearly labelled with the date of its last update. The only warranty that we provide is that the document reflected the current law at that date.

3. Fees, cancellation and refunds

Fees

- 3.1 If you have Business Support included in your Vodafone Small Business Plan, you won't need to pay any additional amount for Business Support.
- 3.2 If you have selected Vodafone Business 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 Business 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 Services, please call Vodafone on **191** free from a Vodafone mobile or **0333 3040191** from any other phone (standard charges may apply).

Cancellation, termination, suspension and refunds

- 3.3 Where you cancel or terminate your Vodafone Small Business Plan, we will automatically cancel the Service.
- 3.4 If you have selected Business 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.
- 3.5 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 Business 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.
- 3.6 We may suspend, terminate, cancel or refuse you access to the Service where:
- Our agreement with Vodafone to make the Service available to its customers ends, provided that We give you at least 30 days' notice of the cancellation;
 - We believe it is necessary to ensure the safety and security of your personal information or that of other customers using Business 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 Website Terms.



- 3.7 We will also suspend access to the Website from time to time to allow Us to conduct regular maintenance.
- 3.8 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 at law or inequity.
- 3.9 When your Business Support is cancelled or terminated, we will send you confirmation of the cancellation/termination within 72 hours by text message or email.

4. Limitation of Liability

- 4.1 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.
- 4.2 The Website is provided on an "as is" and "as available" basis without any representation or endorsement made and We make no warranties, whether express or implied, in relation to either the Website or its use. You acknowledge that We cannot guarantee and cannot be responsible for the security or privacy of the Website and any information provided by you. You must bear the risk associated with the use of the Internet.
- 4.3 Subject to paragraph 4.1 above, 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 £1,000. Nothing on the Website shall be deemed to constitute legal or other advice, recommendation or endorsement by us of any of the law firms referred to or any of the services offered on our site. In no event will We be liable for:
- (a) any costs incurred with Vodafone for using the Website or calling the Legal Helpline including downloading any information that populates the Website;
 - (b) any indirect, special, punitive, exemplary or consequential losses or damages of whatever kind arising out of your use or access to the Website, 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 use of the Website; 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
 - (e) any loss or damage you may suffer or incur in connection with any service you obtain after using the Website and instructing a legal advisor directly or for any acts, omissions, errors or defaults of any law firm in connection with that service. These services are not provided by Us but are instead provided by third parties over whom We do not have control. It is your responsibility to satisfy yourself that you wish to obtain any service before doing so.
- 4.4 Any views, opinions, advice or assistance which is given or provided to you by a third party after you have used the Website do not represent Our views, opinions, advice or assistance and are not checked, monitored, reviewed, verified or endorsed by Us. We do not endorse, recommend or take responsibility for any third party who provides you with any views, opinions, advice or assistance. You act or refrain from acting on any third party's views, opinions, advice or assistance at your sole risk and sole discretion and you are solely responsible for any decision to act or refrain from acting on such views, opinions, advice or assistance. We are not responsible or liable for any loss or damage you may suffer or incur in connection with such views, opinions, advice or assistance including in relation to their accuracy, truthfulness or completeness or for any acts, omissions, errors or defaults of any third party in connection with such views, opinions, advice or assistance.
- 4.5 We do not warrant that the Service or any materials on the Website will meet all of your requirements or be uninterrupted, timely, and 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 device, corruption, or loss of data that results from the download of any such material.
- 4.6 We are not responsible or liable to you for any loss or damage you may suffer or incur in connection with the use of the template save that we shall use reasonable skill and care to ensure that all templates and information guides reflect the current state of the relevant law as at the date stated on them.
- 4.7 No advice or information, whether oral or written, obtained by you from Us or through or from the Service or any materials on the Website shall create any warranty not expressly stated in these Terms of Use.



5. 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 to your Vodafone mobile.

6. How we will contact you

You agree that all communications between you and Us will be conducted electronically; this includes all notices, reports, documents, disclosures or other information that We have 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) via the Website; (3) via text or picture message; or (4) any other method to the extent permissible by law.

7. Making an Enquiry or Complaint

- 7.1 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.
- 7.2 We always do Our best to deal with any query promptly. You can email us at vodafone.insurance@lifestylegroup.co.uk
- 7.3 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.
- 7.4 Once We have resolved your query, We will confirm our response in writing by email. If you are not satisfied with our decision, please contact the Customer Relations Manager at the above address.
- 7.5 If your complaint relates to the service you have received from a legal advisor after you have instructed them to act on your behalf and engaged them directly, you should direct your complaint to the firm to be dealt with in accordance with the terms of your engagement with them including their complaints handling procedures. Although these complaints will be dealt with directly by the relevant law firm, it is important to Us to monitor the quality of the legal advisors who we use as part of the Service so we would like to know if you are unhappy with the firm.

8. Third Party Rights

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

9. Waiver

- 9.1 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.
- 9.2 A waiver by Us of any default will not constitute a waiver of any subsequent default.
- 9.3 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.

10. Severability

- 10.1 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.

11. Entire Agreement

- 11.1 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.



12. 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.

13. 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 Business Support Privacy Notice**, please visit <https://businesssupport.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, post code, telephone number, mobile number, email address);
- Records of any correspondence regarding any specific enquiry; 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 will be unable 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 the 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.

Who we share your personal information with

Your personal information will be disclosed to Assurant and to any other entity or service provider contractually obligated to Us or Assurant 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

Your personal information will be processed within the European Economic Area (“EEA”).

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.

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 Services 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 that We don't contact you to obtain your views and feedback on the Service, or if 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 writing to: Lifestyle Services Group Limited, 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 Limited, Data Protection Officer, PO Box 98, Blyth, NE24 9DL, or 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.