

WHAT THIS DOCUMENT CONTAINS.

This document contains the terms and conditions which apply when we provide services to you and to any other users via the System. They tell you who we are, how we will provide the services, what Fand other important information.

These terms also contain important limitations on our liability to you. Please read these terms carefully and keep them safe.

1.1 DEFINITION

The following words with bold letters have the following definitions in these Terms:

Action Plan: The Action Plan agreed between you and us from time to time which contains a list of Registered Contacts nominated by you and instructions to us to be followed in the event of an alert;

Affiliate: Any of our suppliers, any member of the Verisure group of companies and their suppliers.

Agreement: The agreement between you and us contained in this document for the set up and connection of the System and the provision of the Services described on the front page of this Agreement which incorporates these Terms including the Schedules thereto that are attached to this document and which form part of the Agreement.

Alarm Signal: An alert signal sent to us following an incident

Arlo Application: The Arlo Application is as described in Schedule 5 below

Arlo Cameras/Video Doorbell: An internet protocol camera to be used in accordance with Schedules 7 and 10 of this Agreement and the Arlo User Guide.

Arlo User Guide: The Arlo user guide which summarises the main features and functions of the Arlo Camera which is available at <https://www.arlo.com/uk/support>.

Comfort Mode: Use of the System or any part of it by you or Other User(s) to personally monitor the premises and/or to prompt any action using the equipment

Customer Services: Refers to both our Alarm Receiving Centre and customer support team who together provide the support related to the functioning and management of the Verisure Services

Data Protection Laws: means all applicable data protection laws, regulations and regulatory requirements in connection with the processing of personal data, including but not limited to the UK General Data Protection Regulation, Data Protection Act 2018, ("UK GDPR") and all other applicable domestic laws;

Emergency Call-Out: When a security patrol is sent to your premises. Schedule 2 specifies the circumstances when this service will take effect;

Equipment: The alarm equipment, the deterrent signage and any other hardware components which make up the system specified in the Agreement

Image Data: Data captured by Verisure/ Arlo Cameras/Video Doorbell and photo detectors comprising images (whether in still or video format) and/or audio which may include individuals and be in live or recorded format;

Other User: Any person who (regardless) of whether they have set up a user account is able to (i) use or operate the System, whether by using the Equipment or by using the My Verisure app or website and or (ii) use any services via the app on a mobile device

Privacy Notice: The Verisure privacy notice which you view on our website at <https://www.verisure.co.uk/privacy-notice> as may be updated from time to time on our website;

Registered Contact: One of the persons designated by you in the Action Plan, where necessary, to receive notifications of alerts and to give us instructions or otherwise communicate with us on your behalf in relation to the System in cases, for example, when you are not available;

Security Alert: a security, fire or other alert generated by the System;

Verisure Services: The support, maintenance and monitoring services we will provide to you as set out in the Agreement, as modified from time to time including as appropriate the services, we provide in Comfort Mode and/or when we respond to an Alarm Signal or Security Alert;

System: The alarm monitoring system which enables the provision of the Services and consists of the Equipment and supporting IT infrastructure;

Terms: The terms and conditions set out or referred to in this document;

User Content: Recordings made by the Equipment such as sound, images or video recordings

User Guide: The User Guide which summarises the main features and functions of the System and operating instructions, a copy of which has been provided to you prior to your acceptance to the terms of this Agreement;

User Toolkit: The "Customer Area" of the Verisure website and "My Verisure" app referred to on our website: <https://www.verisure.co.uk/>;

Verisure Mobile Application: The mobile application which we refer to as "My Verisure" app and which you can download on Android and Apple devices; and
We/Our/Us: Verisure Services (UK) Ltd. (company number 08840095), Benton Lane, Quorum Business Park, Newcastle upon Tyne, NE12 8BU

2. USE AND OWNERSHIP OF OUR EQUIPMENT

2.1 We will own the Equipment at all times during the term of this Agreement.

2.2 You are responsible for making sure that our Equipment is used properly at all times in accordance with the User Guide.

2.3 You agree that you will:

- keep our Equipment in your home and under your control (for example, you may not sell it, lend it or hire it out to anyone else, put it up as security for a loan or mortgage, or allow it to be seized under any legal process against you). This does not prevent you from renting the property however the contractual liability under this agreement remains with you;
- not tamper with, disassemble, misuse, neglect or damage our Equipment;
- not remove, or redirect the Equipment we have installed for you
- not tamper with or cross out any labels on our Equipment;
- take proper care at all times to prevent the loss or theft of our Equipment;
- keep us informed of any changes at your premises and the area surrounding the Equipment which could affect the operation and activation of the Equipment or our ability to provide the Service; and
- notify us promptly if you suspect there has been a breach of security of the System or any user account.

3. SETUP AND CONNECTION OF SYSTEM AND ONGOING SERVICES

3.1 We, or a third party on Verisure's behalf, will set up and connect the System specified in your contract. We always try to involve you in the setting-up of the System to achieve the best possible System functionality. Unless the Equipment is specifically designed for use outdoors, all Equipment must be mounted indoors and in areas where the temperature does not fall below

+5°C or exceed +40°C.

3.2 Following the setup and connection, we will demonstrate to you how the System operates, and we will hand over any key fobs, System codes and User Guide.

3.3 After setup and connection there may be some delay before any telecommunication links between the System and our Alarm Receiving Centre are activated. We will advise you when the System is fully activated.

3.4 We will provide the Services in accordance with the additional terms and conditions which apply to each Service as set out in the following Schedules to this Agreement:

Schedule 1 – Maintenance and Servicing,

Schedule 2 – Intrusion Pro

Schedule 3 – Fire Pro

Schedule 4 – Mobile Connectivity, ,

Schedule 5 – Arlo Cameras and Video Doorbell,

Schedule 6 – Your Obligations Verisure and Arlo Cameras/Video Doorbell.

Please make sure you read through these additional terms carefully before accepting the Terms so that you understand the nature and extent of the Verisure Services and your responsibilities connected with the operation of those services.

3.5 We might need to use a remote service to perform routine inspections, updates, or to disconnect components that are erroneously sending large volumes of signals.

4. DATA PROTECTION

4.1 Your use of the System and our provision of the Verisure Services may involve the processing of personal data, in particular where the System captures Image Data and/ or audio data.

4.2 Unless an applicable legal exemption applies (which may be the case for limited use of the System

within Comfort Mode within a purely personal or household setting), Data Protection Laws will regulate the way in which you use the System and the way we provide the Verisure Services. Please refer to our Privacy Notice for more information about your obligations.

4.3 USER CONTENT

4.3.1 How we may process your User Content.

5.3.1. (a) Where your System includes equipment which captures User Content, such User Content is your property or the property of the Other Users.

5.3.1.1 (b) We will process your User Content in accordance with our Privacy Notice and the relevant User Guide(s). In particular, we will:

- host the User Content on our or our affiliates' infrastructure;
- retain the User Content as described in our Privacy Notice;
- use it in order to verify and respond to alarm signals; and
- provide access to User Content to third parties where it is mandatory for us to do so under applicable laws, for example in response to a lawful request from a law enforcement agency or regulatory body.

4.3.2 Use of User Content.

It is your responsibility to ensure your and Other Users' use of the System and any User Content is compliant with applicable laws. For example, applicable laws may prohibit the live monitoring, recording and storage of words spoken between people which, if breached, could expose you and/or Other Users to personal liability. You acknowledge and agree that we are not liable for your use of User Content nor your non-compliance with legal obligations, including with regard to the consent or provision of information to third parties, nor are we liable for your Other Users' use of User Content or their non-compliance with legal obligations.

4.3.3 If you or Other Users share User Content with anyone (whether in the public or private domain) you and your Other Users (as applicable) are entirely responsible for that User Content and your decision to share the User Content. We will not be liable for any loss or damage of any kind incurred as a result of the decision to share nor the subsequent sharing of such User Content.

6 PERSONAL DATA

6.1 How we can use your personal information.

The nature of our business and the services we provide require us to process your personal data. You can find out about how we use your personal data and your privacy rights in our Privacy Notice.

We may update the Privacy Notice from time to time. The latest version of the Privacy Notice will always be posted on our website.

6.2 How we may use Other Users' personal information.

a) Where you provide us with details of registered contacts or Other Users or where that person sets up a user account with us, we will only use that information as set out in our Privacy Notice.

b) You must make sure each registered contact and other user agrees to you sharing their details with us and you must provide them with a copy of our Privacy Notice.

Comfort Mode

6.3 When you use the System in Comfort Mode, you can make use of the Verisure Mobile / Arlo Application to view, record and / or store live streams and/or recorded streams. When you use this functionality, we will be processing Image Data captured from the Equipment on your behalf to help deliver Comfort Mode functionality. For the purposes of Data Protection Laws, we will do this as your processor to help you view, record and / or store Image Data that you want. Any recordings made are for your exclusive use and will not be accessed or used by us for any other purpose.

6.4 When we process Image Data as your processor in Comfort Mode, we agree that:

- unless required to do so as a matter of law, we will only process Image Data for the limited purposes of facilitating access for you to Image Data within Verisure Mobile / Arlo Application and/ or as required to provide any associated customer support;
- the subject matter, duration, nature and purpose of the processing, the type of personal data processed and the categories of data subject whose personal data will be processed by us shall be as described in this Agreement;
- all of our personnel will remain subject to obligations of confidentiality;
- we will implement and maintain (and shall ensure that any "Sub-processor" that we may appoint) implements and maintains appropriate technical and organisational measures to ensure the safe handling of the data including but not limited to encryption, access controls
- you generally authorise us to appoint other processors to process personal data ("Sub-processor") subject to us:
 - including terms in our contracts with each Sub-processor that are materially the same as those set out here; and
 - remaining liable to you for any failure by each Sub-processor to fulfil its obligations in relation to any processing of Image Data.
- as at the date of this Agreement we have engaged Amazon Web Services as a Sub-processor. They process Image Data and audio recordings in the context of providing cloud storage as part of the Verisure cloud camera system.

g. whilst it is your responsibility to deal with any requests from "data subjects"- i.e. people whose data may be captured by the devices, and with any communications from any supervisory authorities relating to your obligations under Data Protection Laws, we will notify you if we become aware of any requests or communications that are sent directly to us and reasonably assist you with such requests to the extent that we are able;

h. we will also notify you if we become aware of a "personal data breach" affecting Image Data which we are processing for you and will provide reasonable assistance to you to meet any obligations to report to supervisory authorities or inform data subjects of the breach under Data Protection Laws.

i. we will provide you with reasonable assistance in relation to data protection impact assessments or any applicable prior consultations with supervisory authorities as required under art. 28 GDPR;

j. upon termination of the Services, we will stop processing and you will no longer be able to access Image Data within Comfort Mode.

k. we will not (and will ensure any Sub-processors we appoint will not), transfer Image Data outside of the European Union, unless we have put in place adequate measures for the protection of transfers of such data, consistent with the requirements of Data Protection Laws; and

l. we will make available to you, on reasonable request, all information reasonably necessary to demonstrate compliance with this clause 6.4 and allow for and contribute to audits / inspections by you or another auditor.

6.5 In these circumstances we will be making decisions (within the Alarm Receiving Centre) about how to help respond to the incident, which may include decisions to share Image Data with third parties (including law enforcement and emergency and guard response services).

6.6 We agree that any Image Data which we need to process for the purposes of responding to a Security Alert (as described above) will be managed by us as joint controller with you for the purposes of Data Protection Laws. In this context, we agree to allocate the following responsibilities between ourselves under the Data Protection Laws. You agree to:

- ensure a lawful basis exists for processing the Image Data for the specific processing activities we need to undertake when responding to a Security Alert;
- ensure signage, transparency notices and other information presented to individuals entering the premises where the System is located makes reference to the additional monitoring that we carry out at the Alarm Receiving Centre if there is a Security Alert; and
- we agree to: (a) implement appropriate technical and organisational measures for the security and safe handling of Image Data which we process in our Alarm Receiving Centre to protect the data against unauthorised processing or accidental loss or damage; (b) only use, store or share Image Data for purposes associated with Security Alert; (c) share Image Data with third parties (including police, law enforcement, emergency and guard services) with your permission or where we have a lawful basis to do so in accordance with Data Protection Laws; (d) only retain Image Data processed within the Alarm Receiving Centre for as long as needed by us or applicable law; and (e) deal with any instances where there may be breaches of personal data as a result of the Services provided by us in the Alarm Receiving Centre in accordance with Data Protection Laws.

7 OUR RESPONSIBILITIES AND WARRANTY AND YOUR REMEDIES

7.3 Our responsibility is limited to:

- setting up, connecting and testing the System within 30 days of the date of this Agreement (or at such other time as you and we agree); and,

(b) providing the Verisure Services, in each case using reasonable care and skill and in accordance with this Agreement and the information provided to you before you entered into this Agreement.

7.4 We cannot guarantee that signals from the System which are necessary for the proper operation of the System will always be received by our servers as the telephone/internet connection and mobile connectivity may not be available or be limited for reasons beyond our control – please see “Mobile Connectivity” in Schedule 4 of this Agreement.

7.5 Your remedies if there is something wrong with the Verisure Services.

(a) You acknowledge that the Equipment we have installed at your premises includes the items of Equipment you have chosen yourself, after due consideration by you of your premises’ security requirements, and you acknowledge and agree that Verisure’s responsibility under the Agreement is limited as set out in section 9.

(b) For the duration of this Agreement we undertake to remedy any problems with the Verisure Services we provide to you.

(c) If there is any defect or problem with the Verisure Services, please inform our Customer Services team as soon as reasonably possible. We will use our reasonable endeavours to repair or remedy any defect in the Verisure Services as soon as reasonably practicable.

7.6 Provided that the defect or malfunction in the services is not caused:

(a) by access or modifications made to our Equipment by persons other than Verisure- authorised personnel; or

(b) by use of our Equipment other than in accordance with the User Guide, you will not have to pay for the costs of repeating or remedying any malfunction or defect in the Verisure Services.

7.7 Your remedies under this section 7 do not affect your other legal rights. For detailed information of your legal rights, please visit the Citizens Advice website <https://www.adviceguide.org.uk> or call 0345 404 0506.

7.8 To the extent that our security patrol services do not apply to you, the paragraphs, sections and schedules in your Agreement with us (including these terms and conditions) relating to our security patrol service shall not apply to you.

8 YOUR RESPONSIBILITIES

Your responsibilities before setup and connection

8.3 To enable us to set up the System you must (at your own cost):

(a) provide us with free access to the premises on the agreed setup date(s);

(b) obtain all consents required from third parties for the setting up of the System (e.g. landlord’s consent);

(c) supply next to the alarm control panel unit a non-switched fused 220-240 volt spur outlet;

(d) identify to us any concealed water, gas, electricity, telephone or other services in the vicinity of the System, although we will take reasonable care to avoid damaging any unidentified concealed services; and

(e) be responsible for lifting any floorboards or floor coverings (other than carpets).

8.4 We will not be responsible for any damage as a result of lifting and refitting of any floorboards or floor coverings save for where any damage is caused as a direct result of our negligent acts, errors or omissions.

Your other responsibilities after setup and connection

8.5 You must only use the System in accordance with the User Guide

8.6 You are responsible for maintaining an up-to-date and complete list of System users and Registered Contacts. You are responsible for all settings, input, modifications and orders

submitted via our User Toolkit. To ensure that you and we are notified of events via email and/or SMS you must first activate event notifications and user notifications settings in the User Toolkit.

8.7 You are responsible for keeping these settings up-to-date and accurate. Any change you make to existing settings will replace or be added to the previous settings. You are responsible for following up and checking that any functions requested via the User Toolkit are implemented and verified. You cannot assume that a notification setting, or any other setting has been accepted and activated until the setting has been confirmed in the User Toolkit. You are responsible for following up all notifications and events generated by the System and for resetting the System after any alarm has been triggered.

8.8 You have an ongoing obligation to notify us in respect to any hazards, health and safety risks or issues and/or otherwise unsafe areas at your premises of which you are aware and of which it would not be reasonable to expect us to be aware when attending the premises.

8.9 You should regularly check the System communication performance. This is especially recommended following heavy thunderstorms and after work has been carried out or changes have been made to your telecommunications or ethernet/ internet/WiFi network.

8.10 You are responsible for instructing all Users and Registered Contacts who interact with the System. You are responsible for ensuring that the System and the services are used properly.

8.11 You are responsible for paying for the line charges and other costs charged by third parties for the electrical supply and any telephone/internet service linked to the System and for ensuring that the System is continuously connected to such services to ensure continuous functioning of the System and permitting automatic downloading of updated software from our Alarm Receiving Centre. We assume no responsibility for the capacity or ability of other suppliers to deliver notifications.

8.12 You have an ongoing obligation to ensure that all information provided to us, whether orally or in writing, is true and accurate in all respects.

8.13 You acknowledge that in addition to the provision of the Services it would be advisable to obtain and maintain insurance in respect of your premises, contents and other property and all usual risks associated with them.

8.14 It is your responsibility to confirm whether the System, the Equipment and/or the related Services that you have selected comply with or affects your insurance policy. We accept no liability in the event that your insurer rejects in full or in part any claim resulting from the use and operation of the System, Equipment or Services, whether in Comfort Mode or otherwise.

8.15 In addition to your responsibilities set out in this section 8, you have other responsibilities to enable proper operation of each of the Services as set out in Schedules 1 to 6 of this Agreement which appear at the end of this Agreement

9 OUR LIABILITY TO YOU

9.3 If we fail to comply with this Agreement, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of this Agreement or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen it is an obvious consequence of our breach.

9.4 If you use the Services for any commercial, business or re-sale purpose, we will have no liability to you for any loss of profit, business interruption, or loss of business opportunity.

9.5 We are entitled to the return of our Equipment on the termination of this Agreement.

9.6 We are not obliged to remove our Equipment upon termination of our Services to you. If you choose to remove the Equipment by yourself on the termination of our Services to you, you shall use a qualified electrician to disconnect the Equipment.

9.7 Verisure will not be liable for any damage caused to your property resulting from the removal of the Equipment save for circumstances where any cosmetic damage has been caused by Verisure.

9.8 We do not in any way exclude or limit our liability for:

(a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;

(b) fraud or fraudulent misrepresentation;

(c) breach of applicable consumers’ statutory rights in relation to the supply of services set out in sections 49 to 52 of the Consumer Rights Act 2015 as provided in section 57 of that Act; or (d) any other liability which we are not permitted by applicable law to limit or exclude.

9.9 Subject to section 9.8, our maximum total liability under this Agreement is limited to the higher of:

(a) the value of all fees paid under this Agreement; and (b) five thousand pounds (£5,000.00).

Return of Our Equipment

9.10 If you or we cancel or terminate this Agreement,

you must return our Equipment to us in reasonable condition (allowing for fair wear and tear) at your own cost or, if we choose, make it available for collection by us at an agreed time either :

9.10.1 You will be deemed to have returned and we will be deemed to have collected the Equipment on the date which is 14 days after the expiry of the time periods set out in (i) or (ii), as applicable, (the “Service End Date”).

9.10.2 If you fail for any reason to return or make our Equipment available for collection, we are entitled to charge you for the replacement cost of our Equipment.

10 COMPLAINTS

If you have any questions or complaints about the functioning or management of the System or the monitoring Services, please contact us by telephoning our Customer Support team on 0333 200 9000, or email us at customersupport@verisure.co.uk or write to us at Verisure Services (UK) Ltd, Benton Lane, Quorum Business Park, Newcastle upon Tyne, NE12 8BU.

11 FORCE MAJEURE

11.3 Neither party will be liable or responsible for failure, or delay, in performance of an obligation under this Agreement if such failure or delay is due to events beyond that party’s control (“Force Majeure”). A Force Majeure event includes without limitation failure of public or private telecommunications networks, failure of utility or transport services, labour disputes, blockades, war, riot, sabotage, extreme weather condition, lighting, fire, explosion, floods, natural disasters, pandemics, epidemics or accidents.

11.4 If we are unable to perform our obligations under this Agreement as a result of a Force Majeure event lasting for more than one month either party may terminate this Agreement.

12 GOVERNING LAW

12.3 This Agreement is governed by English and Welsh law which means that this Agreement for the purchase of services and any dispute or claim arising out of or in connection with it will be governed by English and Welsh law.

12.4 You and we both agree that the courts of England and Wales will have exclusive jurisdiction save if you are a resident of Northern Ireland, you may bring proceedings in Northern Ireland, or if you are a resident of Scotland, you may bring proceedings in Scotland.

13 ARLO CAMERAS AND VIDEO DOORBELLS

If you request an Arlo Camera or Video Doorbell your attention is drawn to the separate guidance and terms and conditions in Schedule 5 in relation to the Arlo Camera or Video Doorbell, operations and services. You should read Schedule 5 carefully before agreeing to have the Arlo Camera or Video Doorbell installed at your premises so that you understand the nature and extent of the system and your responsibilities connected with its operation.

14 OTHER IMPORTANT TERMS

14.3 We may transfer our rights and obligations under this Agreement to another organisation, but this will not affect your rights or our obligations under this Agreement. You may only transfer your rights or your obligations under this Agreement to another person if we agree in writing.

14.4 If we fail to insist that you perform any of your obligations under this Agreement, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

14.5 We reserve the right to amend, vary or change these Terms & Conditions from time to time. Our latest Terms & Conditions are available on our customer website: <https://www.verisure.co.uk/alerts/customer-area.html>

14.6 We may also at any time improve, modify, amend or alter the Services if:

(a) there is a change or amendment to any law or regulation which applies to Verisure or the Verisure Services provided to you;

(b) we decide that the Services should be altered for reasons of quality of service or otherwise for the benefit of the customer or, in our reasonable opinion, it is necessary to do so;

(c) for security, technical or operational reasons; or

(d) if the changes or additions are minor and do not affect you significantly.

14.7 If we cannot perform the Services to a standard which we reasonably consider to be acceptable, we retain the right to terminate this Agreement by giving you two months’ written notice of our intention to terminate this Agreement. In the event of termination under this section, you are required to make the Equipment available for collection by us, at our cost and at your convenience, but no later than 30 days from the date of termination.

14.8 If any section in this Agreement is held, by a competent authority, to be invalid or unenforceable, in whole or in part, the validity of the other sections shall not be affected.

Schedule 1 MAINTENANCE AND SERVICING – additional terms and conditions

Maintenance warnings

Low battery warning emanating from the control panel:

If any control panel indicates low battery levels, we will contact you by telephone or text message. Other Registered Contacts may also be contacted if required. Low battery warning emanating from a system component: You will have to replace the batteries yourself and if you choose to do so, please order the batteries through our Customer Services (Customer Support or via Customer Area website). Please note:

I. for Equipment which run on disposable batteries, Verisure shall post replacement batteries to you and it is your responsibility to replace the batteries. Verisure will provide you with guidance on how to replace the batteries;

II. for Equipment which have rechargeable batteries (principally, the Arlo cameras), it is your responsibility to recharge the Equipment when required;

III. if you would like to request a maintenance visit to support either recharging the Equipment or replacing batteries, there will be a call-out fee for this service; and

IV. where you have selected smoke detector as part of the Verisure Services the batteries are integral to the Equipment and are designed to last for 10-years, at which point the Equipment itself requires replacement. This replacement shall be managed by a Verisure engineer making a site visit.

Maintenance and testing

In limited circumstances, we will access your Image Data for troubleshooting/ testing purposes. We will only do so with your permission and will only be accessing the images to resolve issues with the Equipment. In such circumstances, we consider ourselves to be processor for that activity and accordingly, the processor obligations we have set out in “Comfort” mode in clauses 6.3 -6.6 apply.

Monitoring errors

In the event of repeated monitoring errors, or if we receive no system recovery notice, we will make a service maintenance request.

Notification of communication errors

If the control panel test signal stops being transmitted, we will contact you to check correct functioning. If there is a fault in communications with other components and if we receive no system recovery notice, we will make a service maintenance request.

Tamper alarm

You will be notified of a tamper alarm via telephone, by email and/or text. If a tamper alarm is triggered, we will ring the setup address and inform the customer or another Registered Contact of the alarm. If:

(i) nobody answers; (ii) the person on site cannot give the correct password; (iii) the person on site cannot restore the System; or (iv) the customer requests an inspection of the property, a security patrol will be sent. If the System has been disarmed and no one answers the call or if the person on site cannot give the correct password, the customer or other Registered Contact will be informed of the alarm. In the event of a tamper alarm without a confirmed cause, a maintenance request will be placed for the System component.

You or another Registered Contact will be informed of any warnings generated by System components, until such components have been serviced.

Power failure

We will inform you of any power failures by telephone, email or text message. In the event of a widespread power failure, or if we receive notice of system recovery, the failure notification will not be sent to you.

Servicing and maintenance

You are welcome to contact us to arrange servicing and maintenance as needed. It is important for us to be able to contact you for an appointment and for you to be on site once you have ordered servicing/ maintenance. If we are unable to reach you, we may deprioritise the servicing you have ordered, until

we have established contact with you. In the event of repeating alarms where we have not been able to perform servicing/maintenance because we have been unable to contact you, we are entitled to remotely disconnect the component setting off the alarm out of consideration for other persons (e.g. your neighbours) or for other reasons. Servicing/ maintenance calls will be charged at the rates applicable from time to time. Your attention is drawn to the fact that these servicing/maintenance fees and charges specified in sections 3.4, 8.8, do not form part of the monthly plan charges.

Schedule 2 INTRUSION PRO – additional terms and conditions

Introduction

Intrusion Pro is the monitoring and response service for security alerts emitted by the Verisure control panels and burglar alarms. These Terms apply to security alerts emitted by the Verisure control panels and burglar alarms

Service requirements

You must have at least two people registered as Registered Contacts in the Action Plan. However, we recommend that you always have at least three Registered Contacts. Furthermore, the System must have monitored alarm points installed to detect break-ins and a Verisure control panel that can generate security alarms. The Services are dependent upon us being able to provide a security patrol in the area concerned.

Responding to alarms – confirmed or unconfirmed security alerts

Confirmed security alert:

We define the following situations as confirmed break-in:

An online photo detector shows the presence of an unauthorised individual, or a person on site confirms the break in. Confirmed break-ins will always be reported to the police, security firm (if appropriate) and to you or if we cannot reach you, one of the other Registered Contacts. If there is a security patrol in the area, they will be sent to the site if we receive independent security Alarm signals from at least two alarm sensors. If a security alarm is triggered by the SOS button on the Verisure control panel, we will telephone the setup address. If any person on site needs help, we will assist them and report the alert to the ambulance, police, or fire services (as appropriate). If we do not get an answer at the setup address, or if the person on site cannot give the correct password, we will telephone the Registered Contact and otherwise proceed as above.

Responding to security alerts

If the System is linked to and generates a Security Alert at our Alarm Receiving Centre, the Alarm Receiving Centre will have access to and may make use of Image Data from the Equipment to respond to that Security Alert

Unconfirmed security alert:

We define an unconfirmed security alert as a situation where one or several of the security alert sensors indicate(s) a security alert but no unauthorised person has been detected by the online photo detector and no security alerts have been reported by a person on site. In order to assess the situation and take appropriate action, we will telephone you at the setup Address first. If there is no answer, we will review any images from the online photo detector to assess the situation. Following that, you, and if necessary one of the other Registered Contacts, will be contacted. This protocol does not apply to perimeter sensors when triggered exclusively since they work as a pre-alarm security alert

Calling off an alert

If you, or someone or something else triggers a false alert at the setup address, it is your responsibility to respond or make sure that you or a Registered Contact answers our telephone call and provides the password for calling off the alert. If an alert is called off correctly, we will not forward the alarm notification to other response services. If the System is disarmed within five minutes, the alarm will be called off.

We will also call off any alerts that we believe are unwarranted relative to the history log. In such cases, any alarm response services that have not already been dispatched will be called off. However, we will always telephone you at the setup address or failing that try to contact you or another Registered Contact by email or SMS.

Action downgrade

In the event of repeated alarms being triggered by the System without confirmed cause, the situation will be downgraded, and no action will be taken other than you or another Registered Contact being telephoned. You or the Registered Contact concerned will be informed of any Alarm Signals emanating from components that are reported faulty until such components have been serviced. In the event of a false alarm resulting in a call-out, we reserve the right to charge you for the costs of the call-out at our usual rates applicable at the time.

Schedule 3 FIRE PRO – additional terms and conditions

Introduction

The Fire Pro Services are a monitoring and alarm response service for fire notifications coming from your System. Alarm response is provided by our alarm receiving centre. These Terms apply to fire alarms emanating from Verisure smoke detectors. These Terms only refer to System components that are connected to and monitored by our Alarm Receiving Centre.

Services requirements

You must have at least two people registered as Registered Contacts in the Action Plan. However, we recommend that you always have at least three Registered Contacts. Furthermore, the System must have at least two monitored Verisure smoke detectors set up.

Confirmed fire:

We define the following situations as a confirmed fire: An online photo detector shows smoke, or a person on site confirms the fire. Confirmed fires will always be reported to the emergency services and to you, or if we cannot reach you, one of the other Registered Contacts. If we have a security patrol in the area, they will be sent to the site. Following that, you and, if necessary, one of the other Registered Contacts will be contacted.

Unconfirmed Fire:

We define an unconfirmed fire as a situation where one or several smoke detectors indicate(s) a fire but fire has not been detected by the online photo detector and has not been reported by a person on site. In order to assess the situation and take appropriate action, we will telephone you at the setup address first. If there is no answer, we will review any images from the online photo detector to assess the situation. If these actions are not sufficient to confirm that there is no fire and we have a security patrol in the area, we will send them to the site. Following that you, and if necessary one of the other Registered Contacts will be contacted.

Calling off an alert, Emergency call-out and Action downgrade.

The Terms contained under the headings "Calling off an alert," and "Action downgrade" in Schedule 2 also apply to this Schedule 3.

Schedule 4 MOBILE CONNECTIVITY – additional terms and conditions

Communication via Mobile SIM card

These Terms apply to mobile signal communications and transmission of other data from your control panel to the Verisure servers. The Mobile Connectivity Service allows the control panel to communicate speedily and securely with the Verisure servers via the mobile network. The service includes all traffic from the System needed to send signals and other data.

Service requirements

The Service requires your control panel to be equipped with a GSM module and an activated SIM card. You are responsible for checking that there is mobile coverage at the setup address. Coverage may vary depending on the exact position, the materials that the building is made of, etc. connectivity/coverage may be limited and the availability of the mobile network may vary and fluctuate over time. If access to the entire mobile and fixed broadband network ceases to exist, we have no capacity or obligation to provide the Service.

Communication via Broadband

These Terms apply to broadband communication and transmission of other data from your control panel to the Verisure servers. The broadband allows the control panel to communicate speedily and securely

with the Verisure servers via the internet network. The service includes all traffic from the System needed to send signals and other data.

Service Requirements

The Service requires your control panel to be connected via ethernet and/or wi-fi to your router. You are responsible for the broadband connection and checking that there is coverage at the setup address. Coverage may vary depending on the exact position, the materials that the building is made of, etc. connectivity/ coverage may be limited and the availability of network may vary and fluctuate over time. If access to the entire fixed broadband network ceases to exist, we have no capacity or obligation to provide the Service.

Schedule 5 ARLO CAMERAS AND VIDEO DOORBELL

If you have chosen the Arlo Camera or Video Doorbell as part of your Service then this Schedule 5 applies to you and the Verisure Services we will provide to you during the course of this Agreement. The Arlo catalogue cameras and Video Doorbell are not detection devices for the Verisure Alarm System.

These cameras will send you an alert if the in-built sensors (if activated) detect motion or sound. However, motion or sound will not set off the Verisure Alarm system, nor notify the Verisure ARC. Specifically, sound does not trigger the Video Doorbell camera. You can use the Arlo Camera application ("Arlo Application") and any updates or supplements to it subject to your acceptance of Arlo's Terms and Conditions. The Arlo User Guide ("Arlo User Guide") can be found at <https://www.arlo.com/uk/support>.

By accepting the terms of your Agreement, you confirm that you:

- have read and understood the information related to the Arlo Camera /Video Doorbell;
- have read and understood the Arlo User Guide; and
- agree to the terms of this Agreement.

Access to the Arlo Application is available for download on the iPhone App Store and for Androids on the Google Play Store.

Connection to our Alarm Receiving Centre ("ARC")

Upon availability, your Arlo Camera(s) will be connected to our ARC for the purposes of enhancing the verification process of your Security Alerts only. You agree to allow Us set up this connection as a condition to providing you monitoring services.

Liability and Warranty

Verisure gives no warranties or representations in respect of the Arlo Application, and any implied term, condition or warranty is excluded in respect of the Arlo Application and Arlo hardware (e.g. charging cables, base stations etc) not owned by Verisure) to the fullest extent permitted by law.

Repair and Replacement

Verisure will repair and replace the Arlo Camera and Video Doorbell provided this relates to a defect in the camera.

Schedule 6 YOUR OBLIGATIONS VERISURE AND ARLO CAMERAS/VIDEO DOORBELL

You agree:

- not to tamper with the Arlo Cameras or Video Doorbell;
- not to tamper with or obscure any signs put up by Verisure;
- to keep the Arlo Cameras or Video Doorbell in reasonable condition (allowing for fair wear and tear);
- not to use the Arlo Cameras or Video Doorbell or the associated services in a commercial or business environment or area, or for any commercial or business purpose;
- to identify all concealed water, gas, electricity and other utilities in the vicinity of the System when installation is taking place;
- not to re-position nor re-direct the Arlo Cameras or Video Doorbell once installed since doing so may restrict, or make it impossible, for Verisure to see what is happening following an incident and may also result in you breaching data privacy rules (e.g. capturing images or recordings of people who are not on your premises);
- to take proper care at all times to prevent the loss or theft of any Arlo Camera or Video Doorbell;
- not to let anyone other than the police or an authorised individual have access to the images and audio recorded by any Arlo Camera or Video Doorbell;
- not to touch, take down or take apart any of the devices unless replacing or recharging batteries in accordance with instructions provided by Verisure;
- not to use the Arlo Camera or Video Doorbell for any purpose other than ensuring the security of your premises; and
- not to keep copies of any of the images or audio recorded by any Arlo Camera for longer than 90 days.

In relation to the monitoring of individuals you agree:

- that the Arlo Cameras and associated services are intended to be used only for the detection and notification of burglaries, fires, floods and other security threats to your premises;
- not to use the services or the Arlo Cameras for monitoring the movements and activities of people who are lawfully on your premises; not to move the placement of deterrent/ warning signs put up by Verisure;
- in particular, that if you move a moveable camera (e.g. for re-charging or replacing batteries), you must replace it in the same position and direction as when initially installed by Verisure;
- applicable laws may prohibit the live monitoring, recording and storage of words spoken between people. If breached, such laws may expose you to personal liability or criminal sanctions, for example, listening in to private conversations and may apply more generally in relation to the processing of personal data and to respecting the private lives of people. You acknowledge and agree that:
- it is your sole responsibility to comply with applicable laws; and
- Verisure is not liable for your use of data to which you have access and / or non-compliance with legal obligations, including with regard to the consent or provision of information to third parties.
- that you are responsible for the recording, storage and use of Image Data in Comfort Mode, or on Arlo Camera or Video Doorbell;
- that Verisure is not responsible for how you use the Image Data.

You agree to contact Customer Services immediately about any loss or damage to the Arlo Cameras or Video Doorbell. You are responsible for such loss or damage, however caused.

We will charge you for any loss or damage to the Arlo Cameras or Video Doorbell.

You must report:

- any fault or incident that is detected in the Arlo Cameras or Video Doorbell
- any loss of, or theft of, any mobile phone that the customer uses to control or access images/ sounds/videos of their premises; and
- if someone other than an authorised person gains access to the images and audio recorded by the Arlo Cameras or Video Doorbell, as soon as possible.