

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;

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;

Anti-jamming: Connection to the secure Ultra Narrow Band (UNB) network to detect signal jamming attempts;

Arlo Application: The Arlo Application is as described in Schedule 7 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>.

Cloud Storage Terms: The terms and conditions published by Amazon Web Services, Inc. at <https://aws.amazon.com/agreement/> (as updated from time to time) applicable to the Cloud Storage;

Customer Services: Refers to both our Alarm Receiving Centre and customer support team who together provide the 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 components comprised in the system specified in the Agreement which are provided free of charge for the purpose of enabling you to have the benefits of the system;

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;

Privacy Notice: The Verisure privacy notice which you view on our website at <https://www.verisure.co.uk/privacy-notice>;

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;

Setup and Connection Fee: The setup and connection fee mentioned in section 8.1;

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 a Security Alert;

Service Fee: The monthly fee for the Services mentioned in section 7.3;

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

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 the signature of this Agreement;

Verisure Camera(s): the Verisure Cloud Cam Pro;

Verisure Mobile Application: The Verisure app known as "My Verisure"; can be downloaded on your device and

We/Our/Us: Verisure Services (UK) Ltd. (company number 08840095), Benton Lane, Quorum Business Park, Newcastle Upon Tyne, NE12 8BU

2. OUR CONTRACT WITH YOU

This Agreement ("Agreement"), contains the terms and conditions on which we agree to supply Services to you. Please check that the details on the Agreement and the Terms are complete and accurate before you sign the Agreement. This Agreement will become binding as a contract between both parties when it has been signed by or on behalf of both parties.

3. USE AND OWNERSHIP OF OUR EQUIPMENT

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

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

3.3 You agree that you will:

- (a) keep our Equipment in your business 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; (b) not tamper with, disassemble, misuse, neglect or damage our Equipment;
- (c) not remove, tamper with or cross out any labels on our Equipment; and
- (d) take proper care at all times to prevent the loss or theft of our Equipment.

3.4 You agree to contact our Customer Services immediately about any loss or damage to any part of our Equipment and that you are responsible for any loss or damage to our Equipment, however caused, and that we will charge you for any loss or damage to our Equipment.

3.5 If you or we cancel or terminate this Agreement, or if we cease to provide the Services under section 10.4, you must return our Equipment to us in accordance with section 10.5.

4. SETUP AND CONNECTION OF SYSTEM AND ONGOING SERVICES

4.1 We, or a certified partner, will set up and connect the System specified on the front page of this Agreement on your premises at a pre-agreed time. 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. The price for the setup service is specified on the front page of this Agreement.

4.2 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.

4.3 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.

4.4 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 – ZeroVision,
- Schedule 6 – Verisure Cameras,
- Schedule 7 – Arlo Cameras and Video Doorbell,
- Schedule 8 – Your Obligations Verisure and Arlo Cameras/Video Doorbell,
- Schedule 9 – Cancellation of contract,
- Schedule 10 – Model cancellation form,

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

4.5 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.

4.6 You may add to the Services you receive from time to time by contacting our customer support team. If you wish to upgrade your Services, we will charge you additional costs at our usual rates applicable at

that time. We will inform you of these charges before upgrading the Services.

5. OUR RESPONSIBILITIES AND WARRANTY AND YOUR REMEDIES

5.1 Our responsibility is limited to:

- (a) 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 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.

5.2 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.

5.3 Your remedies if there is something wrong with the 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 Services we provide to you.
- (c) If there is any defect or problem with the Services, please inform our Customer Services as soon as reasonably possible. We will use our reasonable endeavours to repair or remedy any defect in the Services as soon as reasonably practicable.

5.4 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 Services.

5.5 Your remedies under this section 5 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.

5.6 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.

6. YOUR OTHER RESPONSIBILITIES

Your responsibilities before setup and connection

6.1 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).

6.2 We will not be responsible for any damage as a result of lifting and refitting of any floorboards or floor coverings.

Your other responsibilities after setup and connection

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

6.4 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.

6.5 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.

6.6 If you make alterations to your premises, such as redecorating or renovation, the System requirements may change and the radio signals may be disrupted. Changes in telecommunications provider or broadband/IP transmission coverage may affect System functionality. If as a result we have to repair the System, we will charge you our standard call-out charge for repairs (at the rate applicable at the time) and we will charge you for the cost of any materials and labour needed to carry out the repair (at the rates applicable at the time) except that one hour's labour is included in the call-out charge.

6.7 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.

6.8 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.

6.9 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.

6.10 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.

6.11 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.

6.12 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.

6.13 In addition to your responsibilities set out in this section 6, you have other responsibilities to enable proper operation of each of the Services as set out in Schedules 1 to 5 of this Agreement which appear at the end of this Agreement.

7. FEES AND FEE ADJUSTMENT

7.1 The fees for set up and connection of the System and for the Services are specified on the front page of this Agreement.

7.2 You must pay the Setup and Connection Fee on completion of the setup and connection of the System. We may at our discretion permit such payment to be made by way of two instalments, the first instalment shall be immediately due following the set up and connection of the System. The second instalment must be paid within 30 days of the set up and connection of the System. Please refer to the front page of the Agreement with us for further details.

7.3 The monthly Service Fee is specified on the front page of this Agreement and must be paid by direct debit (or by electronic transfer of funds or by cheque for which we will charge an administrative fee of £3 per invoice).

7.4 We review our Service Fees regularly and reserve the right to increase them as follows: (a) we may increase our Service Fees each year by reference to and equal to the percentage change in the UK Retail Price Index (published by the Office of National Statistics in the period 13 months and 1 month before the date we change our Service Fees, should we decide to ("RPI% Change Rate");

(b) we may increase our Service Fees between 1.5% and 4% above the RPI% Change Rate. In any event, the resulting annual increase shall not exceed: i) 5% in total; or ii) the RPI% Change Rate, whichever is greater.

(c) we may increase our Service Fees above 7.4. We will inform you, if this is the case, in writing or other durable medium, including email, at least one month before the change takes effect. If you do not wish to accept the change, you have the right to cancel the Services without charge before the date upon which the change is to take effect.

7.5 If any work is required which is over and above usual maintenance work or our obligations to remedy defects or malfunctions mentioned in section 5 above, we will charge you additional costs at our usual

rates applicable at that time.

7.6 If we have agreed with you a proposed set up time or a time for carrying out servicing and/or maintenance work and you fail to provide us with access to your premises at the pre-agreed time, we reserve the right to charge you a call-out fee at our prevailing call-out rates.

7.7 If we are required to attend more than two emergency call-outs in each period of twelve months during the term of this agreement, we will charge an additional emergency call-out fee at our usual rates applicable at the time. Call-outs ended in a verified real incident will not be charged.

7.8 If you specifically request a security patrol to stay at your premises, longer than would ordinarily be deemed necessary by the security patrol during an emergency call-out, where possible the security patrol may stay, but a further fee will be incurred by you at our usual rates applicable at the time.

8. INVOICING AND PAYMENT

8.1 The Setup and Connection Fee is payable on completion of setting up and connecting the System (including access to the Arlo Camera Application where the Arlo Camera forms part of this Agreement) and you will be invoiced when payment is due.

8.2 The Service Fees are payable in advance at the beginning of each month by direct debit (or by electronic transfer of funds or by cheque for which we will charge an administrative fee of £3 per invoice), and you will be invoiced at least 5 days prior to the date the payment is due.

8.3 If you fail to pay the invoice or we are unable (other than due to our own fault) to collect any payment from you by the due date we reserve the right by serving written notice to you to suspend the Services without any further warning and to charge interest for late payment on the overdue amount at the rate of 3% a year above the base lending rate of Barclays Bank PLC from time to time and to charge a late payment fee for our reasonable administration costs which result from the recovery of any late payment. Interest will accrue on a daily basis from the due date until the date of actual payment or collection of the overdue amount, whether before or after judgement.

You must pay us this interest and administration fee in addition to any overdue amount.

9. OUR LIABILITY TO YOU

9.1 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 it is an obvious consequence of our breach or if it was in reasonable contemplation by you and us at the time we entered into this Agreement.

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

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

9.4 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.

9.5 Verisure will not be liable for any damage caused to your property resulting from the removal of the equipment.

9.6 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 9 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.

7 Subject to section 9.6, 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).

10. MINIMUM TERM OF AGREEMENT AND PARTIES' RIGHTS TO CANCEL THIS AGREEMENT

Our right to cancel this Agreement within 30 days and your obligation to return Equipment.

10.1 You have the right, without giving any reason, to cancel this Agreement (in accordance with Schedule 1 within the period of 30 days from the date of this Agreement (the "Cooling-Off Period"), in which case we will refund to you all payments received from you except that if we have already set up our Equipment before we receive your notice of cancellation we will deduct from the refunded monies an amount equal to any diminution in value of the returned Equipment as a result of any damage to our Equipment caused by you and an amount equal to the value of any services that you have expressly requested we provide to you before receipt of your cancellation notice.

10.2 No later than 30 days from the date on which you communicate your cancellation from this contract us, you must make our Equipment available for collection in accordance with section 10.5. Unless the reason for your cancellation is any variation by us of the Service Fees pursuant to section 7.4 or a variation of any other important terms of the Agreement which you do not accept, you must pay the costs of returning our Equipment. Alternatively, at our request you will make it available for collection by us at our cost at an agreed time.

11. Parties' Rights to Terminate this Agreement

11.1 This Agreement may be terminated by either party giving to the other not less than 90 days written notice of termination at any time after the Cooling-Off Period unless terminated pursuant to section 10.4.

11.2 If we have not received payment of any fee due under this Agreement within ten days after sending a collection notice to you, we reserve the right to cease the provision of all Services and to turn off the System's ability to communicate and to terminate the Agreement immediately by giving you written notice of termination, as well as charge interest and administration fees in accordance with section 8.3.

12. Return of Our Equipment

12.1 If you or we cancel or terminate this Agreement, or if we cease to provide the Services under section 10.4 you must return our Equipment to us in reasonable condition (allowing for fair wear and tear) at your cost or, if we choose, make it available for collection by us at an agreed time either:

(a) in respect of cancellation under clause 10.1 or 10.4 within the period of 30 days after the cancellation termination date; or

(b) in respect of termination under clause 10.3 within the 90 days notice period.

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

12.3 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. In addition, if you have failed to return the Equipment to us or make it available for collection before the Service End Date, your Until you return the Equipment to us or make it available for collection, your service remains active and consequently, the monthly Service Fee remains payable from the expiry of the time periods set out in (i) or (ii) and will be invoiced accordingly until the Equipment is received by us.

12.4 For the avoidance of doubt, for health and safety reasons, you must not disconnect a ZeroVision system in order to return this to us instead you should only return the ZeroVision system to us by making it available for collection.

12.5 Some Equipment includes a slot which you can use to install a memory card for recording Image Data. If you install a memory card onto Equipment you are fully responsible for the memory.

12.6 If and any Image Data which you decide to record onto it. Before you return Equipment to us or when Agreement expires or terminates, you must either remove the memory card, or delete all Image Data from the installed memory card.

13. To Cancel this Agreement

13.1 To exercise the right to cancel this Agreement under section 10 you must inform us of your decision to cancel this Agreement in a clear statement in a letter sent by post or by email sent to the same address mail address as specified in the model cancellation form in Schedule 12. You may use the attached model cancellation form as set out in Schedule 13 of this Agreement, alternatively you can find a model cancellation form in the "Customer Area" on our website: <https://www.verisure.co.uk>.

13.2 If you choose to downgrade the Services provided under this Agreement, Verisure will charge you a fee of £99 to cover the expense of a Verisure engineer visiting your premises to disconnect the System from our Alarm Receiving Centre, and remove the relevant Equipment. If you fail for any reason to make Equipment available for collection you will be liable to pay the cost of all relevant Equipment installed at your premises. In addition, if you fail to allow the Verisure engineer onto your premises to disconnect the

System your service remains active and consequently, the monthly Service Fee remains payable and will be invoiced accordingly until the Equipment is made available for collection.

How to Temporarily Suspend the Services.

10.8 During the term of your agreement with us, you may request suspension of the Services for a minimum period of one month up to a maximum of six months in aggregate ("Suspension Period"). Your request for suspension must be made by completing and signing a "Customer Temporary Services Suspension Form" which can be downloaded from our website using the following link: <https://customers.verisure.co.uk/gb/help/manuals?id=4> and emailing the completed and signed form to customersupport@verisure.co.uk. If you would prefer, the form is available upon request from customer support (Email: customersupport@verisure.co.uk, Telephone: 0333 200 9000 Monday to Sunday 8am-9pm). We must receive your completed and signed form by the 10th day of the calendar month immediately before the calendar month that the suspension commences. Suspension of Services may only commence on the first day of a calendar month. Please read carefully the terms and conditions in which the Services may be temporarily suspended and re-instated that are set out in the Customer Temporary Services Suspension Form. A monthly administration fee of £5 will be charged to you during your Suspension Period.

10.9 If following a re-installment of the Services at the end of any Suspension Period the System does not operate properly, we will repair the fault; and if the fault is due to the fault of Verisure the repair will be free of any charges but if the fault is not due to the fault of Verisure we will charge you our standard call-out charge for repairs (at the rate applicable at the time) and we will charge you for the cost of any materials and labour needed to carry out the repair (at the rates applicable at the time) except that the first hour's labour is included in the call-out charge.

Moving Business

10.10 If you are moving, we can continue to provide the Services to you at your new business within the UK. We will charge you a moving fee of £99. You will need to complete and sign a "Moving Business or Business Form" which can be downloaded from our website. If you would prefer, the form is available upon request from customer support (email: customersupport@verisure.co.uk, Telephone: 0333 200 9000 Monday to Sunday 8am-9pm).

10.11 If following a re-connection of the Services at your new business the System does not operate properly (with us having undertaken our systems checks to connect the System) and the fault is as a result of damage caused by you through any removal or disconnection by you of the Equipment (rather than by us), then we will charge you our standard call out charge for repairs (at the rate applicable at the time) and we will charge you for the cost of any materials and labour needed to carry out the repair (at the rates applicable at the time) except that one hour's labour is included in the call-out charge.

10.12 During a Suspension Period or when moving business, if you wish to temporarily remove or disconnect any of the Equipment (for example to allow redecoration) you may do so at your own risk and any loss or damage to our Equipment however caused will be charged to you. Alternatively, you can elect to request that Verisure remove or disconnect the Equipment (or certain items) at an additional cost to you at the rates applicable at the time. We will inform you of these charges before any work is commenced. Any re-installation of the Equipment must be done by us to ensure that the Equipment is properly installed and connected. For this re-installation and reconnection we will charge you our standard call out charge (at the rate applicable at the time) and we will charge you for the cost of any materials and labour (at the rates applicable at the time) except that one hour's labour is included in the call-out charge. We will inform you of these charges before any work is commenced.

11. FORCE MAJEURE

11.1 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.

11.2 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. COMPLAINTS

If you have any questions or complaints about the System or the 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

13. GOVERNING LAW

13.1 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.

13.2 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.

14. DATA PROTECTION

14.1 Your use of the System and our provision of the Services may involve the processing of personal data, in particular where the System captures Image and/or Audio Data. 14.2 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 Services.

Images captured through the System

14.3 You are responsible for the decision to install Equipment at relevant site locations and use the functionality within the System to view, record and store Image Data captured by the Equipment.

14.4 Unless an applicable legal exemption applies, you will be regarded as a controller under Data Protection Laws for this processing of Image Data. As a condition of installing the System and making use of the Services, you must take time to familiarise yourself with applicable Data Protection Laws and comply with any legal responsibilities placed on you as a controller under those laws in relation to the processing of Image Data. We draw your attention in particular to the obligations which you may have under applicable Data Protection Laws in relation to the careful placement of Equipment to avoid excessive, unfair or unlawful capture of Image Data, the use of Image Data in a proportionate and fair way for lawful purposes, the installation of signage and other information to ensure people entering the site locations where the System is installed are aware that the System is operating and how Image Data may be used, and respecting legal rights available to individuals to secure access to Image Data which may relate to them.

14.5 Our installation team may endeavour to provide further guidance and assistance to you on these matters as part of the installation process. However, you understand that they are not privacy advisors, so any guidance provided should not be relied on as constituting legal or other regulatory advice. If you do not understand your obligations as a controller, we strongly recommend that you take independent professional legal advice. Further you understand and agree that it is your decision to place Equipment within the relevant site locations and make use of the System. Our involvement in the installation process is not intended to and shall not affect your responsibilities as controller under applicable Data Protection Laws.

Comfort Mode

14.6 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.

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

a. 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;

b. 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;

c. all of our personnel will remain subject to obligations of confidentiality;
 d. 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
 e. 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.
 f. 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 Law, 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 Subprocessors 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 14.8 and allow for and contribute to audits / inspections by you or another auditor.

14.8 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).

14.9 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 (as required pursuant to section 14.5) 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:

- 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;
- only use, store or share Image Data for purposes associated with Security Alert;
- 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;
- only retain Image Data processed within the Alarm Receiving Centre for as long as needed by us or applicable law; and
- 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.

15. ZEROVISION SYSTEM

If you request a ZeroVision system, your attention is drawn to the separate guidance and terms and conditions in Schedule 5. You should read Schedule 5 carefully before agreeing to have the ZeroVision system installed at your premises so that you understand the nature and extent of the system and your responsibilities connected with its operation.

16. VERISURE CAMERAS

If you request a Verisure Camera, your attention is drawn to the separate guidance and terms and conditions in Schedule 6. You should read Schedule 6 carefully before agreeing to have a Verisure Camera installed at your premises so that you understand the nature and extent of the system and your responsibilities connected with its operation.

17. 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 7 in relation to the Arlo Camera or Video Doorbell, operations and services. You should read Schedule 7 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.

18. MOONSHOT

If you have the Moonshot suite of products installed, the communication via Broadband described under schedule 4 Mobile Connectivity, applies to you.

19. OTHER IMPORTANT TERMS

19.1 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.

19.2 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.

19.3 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>

19.4 In the event of a significant change to the Terms and Conditions or your Services, you will be given notice one month before the change takes effect. If you do not wish to accept the change, you have the right to cancel this Agreement without charge from the date upon which the change is to take effect.

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

- there is a change or amendment to any law or regulation which applies to Verisure or the Services provided to you;
 - 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;
 - for security, technical or operational reasons; or
 - if the changes or additions are minor and do not affect you significantly.
- 19.6 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.
- 19.7 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.

20. ENTIRE AGREEMENT

This Agreement represents the entire agreement between the parties relating to the subject matter and supersedes any previous agreement related to the subject matter. The parties to this Agreement have not relied on any statement, representation, warranty or understanding, other than expressly set out in this Agreement. For the avoidance of doubt this section does not change or impact your statutory rights.

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: We will place a maintenance request stating that the battery needs to be replaced. You can choose 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).

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 14.6-14.7 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 deprioritize 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, 4.6, 6.6, 7.5, 7.6.7.7, 7.8, 10.5, 10.8, 10.10 and 10.11 do not form part of the Service Fee.

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. These Terms only apply to system components that are monitored by our Alarm Receiving Centre.

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, fire or security patrol (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. If these actions are not sufficient to confirm that there is no break-in and if there is a security patrol in the area, we will send them to the site. This protocol does not apply to perimeter sensors when triggered exclusively since they work as a pre-alarm security alert hence no security patrol will be sent.

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 despatched 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.

Emergency call-out

We will provide emergency call-outs in such areas where, and during such times as, there is a security

patrol available. If a security patrol is not available, the alarm situation will be relayed to one of the Registered Contacts. We cannot guarantee response times since traffic conditions, driving distance and available resources when the alarm occurs may have an impact on our response times. A security patrol will carry out monitoring to the extent time permits. You may, where possible, request that a security patrol stays on premises longer than ordinarily deemed necessary by the security patrol in the circumstances, but you will incur an additional fee at our applicable rates. The security patrol shall use reasonable endeavours to ascertain if any intrusion has occurred; the security patrol may not be able to detect an intrusion unless there are reasonably obvious signs of intrusion which are reasonably ascertainable from the exterior of the premises. The effectiveness of our emergency response depends on you having completed and updated the Action Plan.

When the security patrol arrives at the site, it will conduct an outside inspection of the premises at ground level only. The security patrol will not enter areas identified by you as, or deemed by the security patrol to be, hazardous, injurious to health and safety or otherwise unsafe. The security patrol does not have the powers of the police or rescue services and shall not be required to arrest or apprehend an intruder. The Service Fee includes up to two emergency call-outs in each period of twelve months during the term of this Agreement. If more than two emergency call-outs are necessary in any twelve-month period, we will charge an additional emergency call-out fee at our usual rates applicable of which we will inform you at that time. Call-outs ended in a verified real incident will not be invoiced.

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. 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 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", "Emergency call-out" 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 mobile network ceases to exist, we have no capacity or obligation to provide the Service.

Antijamming – Communication via UNB

The Ultra-Narrow Band (UNB) network is an alternative communication channel available for the Services provided to you subject to availability in your area. This technology is a backup communication channel between the equipment and the remote monitoring station. It is combined with a radio frequency interference detection feature

This channel is subject to the coverage of the UNB being available in your area and the main panel location in accordance with the guidance provided at the point of installation. This channel will only become active in case there is a connectivity issue with the main communication channel (GSM) enabling the strict transmission of alarm events to the Alarm Receiving Centre. Audio/Images capabilities of the Alarm system will not be available through this channel. If access to the UNB network ceases to exist, we have no capacity or obligation to provide this service

Communication via Broadband

These terms apply to broadband communication 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 the 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 for the network may vary and fluctuate over time. If access to broadband ceases to exist, we have no capacity or obligation to provide the Service.

Schedule 5 ZEROVISION SYSTEM - additional terms and conditions

The ZeroVision system consists of a device built into the Verisure Alarm System that, after being activated by the Alarm Receiving Centre, releases a cloud of non-toxic smoke that in seconds hinders the visibility of anyone who is in the area where the system is installed. The ZeroVision system has been tested by the Institut National de l'Environnement Industriel et des Risques and as at the date of these ZeroVision terms and conditions, the system is accredited with following certifications:

- BS/EN 50130-4:2011/A1:2014. Alarm systems. Electromagnetic compatibility. Product family standard: immunity requirements for components of fire, intruder, hold up, CCTV, access control and social alarm systems.
- BS/EN 50130-5:2011. Alarm systems. Environmental test methods.
- BS/EN 50131-5-3:2005/A1:2008. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques.

- BS/EN 50131-6:2008/A1:2014. Alarm systems. Intrusion and hold-up systems. Power supplies.
- BS/EN 50131-8:2008ii. Alarm systems. Intrusion and hold-up systems. Security fog device/ systems.
- BS/EN 50131-1 2006/A2:2017. Alarm systems. Intrusion and hold-up systems. System requirements.

The ZeroVision system is not harmful to human beings, animals or property provided that it is properly installed by us and operated and maintained in accordance with our standard terms and conditions, these ZeroVision terms and conditions, and the User Guide, but if you have any particularly sensitive or valuable items (such as paintings, antiques or textiles) in that part of your premises where the ZeroVision system is to operate, you should consider re-locating those items so that they are not within the operating area of the ZeroVision system.

Although smoke generated by the ZeroVision system is generally harmless to the health of people and/or animals, it can cause itching and irritation of the eyes and throat. The ZeroVision system is designed for deterrent purposes.

Activation

The ZeroVision system can only be activated by the Alarm Receiving Centre. If an alarm signal is received by the Alarm Receiving Centre, the ZeroVision system will only be activated once one of the following has been confirmed:

- if the intrusion is verified as a real intrusion by the Alarm Receiving Centre using the security equipment image devices;
- if you confirm to the Alarm Receiving Centre that the incident is real, and this confirmation is accepted by the Alarm Receiving Centre;
- if the Alarm Receiving Centre detects the presence of people in the premises, but the intrusion is not verified and you or any Registered Contact confirm that there should not be anyone in the premises and this confirmation is accepted by the Alarm Receiving Centre; or
- if the Alarm Receiving Centre detects the presence of people in the premises, but the intrusion is not verified, and we cannot contact you or any Registered Contact.

Maintenance and Installation

The chemical element of the system will be replaced periodically by us in order to ensure maximum efficiency. We shall charge you our standard call-out charge for the replacement of the chemical element of the system. This charge does not form part of the Service Fee. If you choose to no longer have the ZeroVision system, we will charge you our standard call-out charge to remove the system from your premises. This charge does not form part of the Service Fee. To ensure proper functioning of the ZeroVision system, please consider the following recommendations and warnings:

- we recommend that the ZeroVision system be installed in spaces with windows or that can be otherwise ventilated.
- we do not recommend that the ZeroVision system be installed in premises where animals are cared for, or in the rooms of children, elderly people or of people with respiratory problems. If you have any doubts about how the ZeroVision system works, you should contact customer support. The following sections "Your Obligations" and "Our Liability" are additional terms and conditions to our standard terms and conditions which shall apply as though they were included within our standard terms and conditions in cases where you have elected to have the ZeroVision system installed.

Your Obligations

You should activate the Verisure Alarm System whenever you intend to avoid unauthorised people from entering the place and, especially, whenever the premises are empty or unsupervised. You agree:

- not to tamper with, disassemble, manipulate, misuse, neglect or damage the ZeroVision system;
- not to remove, tamper with or cross out any labels on the ZeroVision system; and
- to take proper care at all times to prevent the loss or theft of the ZeroVision system. You agree to contact customer support immediately about any loss or damage to the ZeroVision system. You are responsible for such loss or damage, however caused, and we will charge you for any loss or damage to the ZeroVision system. You must report any of the following to us as soon as possible:
- any fault or incident that is detected in the ZeroVision system; and
- any change to the premises or the property stored in the area in which the ZeroVision system is installed that could affect its activation.

Our Liability

We will install the ZeroVision system with reasonable skill and care and accordance with section 13 of the Supply of Goods and Services Act 1982 but we accept no liability for any damage caused to the premises, its contents and any other property by the activation of the ZeroVision system or if you have not operated it in accordance with our instructions and User Guide. We will not accept any liability for or resulting from any tampering, sabotage or any other act against the ZeroVision system by you or any third party. We will not be liable for any expenses related to the cleaning of the premises and contents of the premises that you or your insurance firm carries out as a result of the ZeroVision system being activated. Any food or drinks that have been exposed to the activation of ZeroVision system should not be consumed, handled, or sold. We will not accept any liability for any damage or harm caused by the consumption of any food or drink that has been exposed to the smoke produced by the ZeroVision system. If the ZeroVision system is activated, we will not be held liable or responsible for the operation of any smoke detector or anti-fire system not operated by us. We will not be responsible for paying the costs generated by the possible mobilisation of emergency services as a result of calls from third parties caused by the activation of the ZeroVision system.

Return of our ZeroVision System

We will own the ZeroVision system at all times during the term of our agreement with you and after its expiry or termination. If you or we cancel or terminate our agreement, or if we cease to provide the services in accordance with section 10.4 of our standard terms and conditions, you must return the ZeroVision system 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 within the period of 30 days after the cancellation or termination date. If you fail for any reason to return the ZeroVision system or make it available for collection, we are entitled to charge you for the replacement cost of the ZeroVision system. If you or we cancel or terminate our agreement and you fail to return the ZeroVision system to us or make it available for collection, as set out in the paragraph above, we accept no liability for any damage to the premises, its contents and other property that the ZeroVision system may cause.

Schedule 6 VERISURE CAMERAS- additional terms and conditions

The Verisure Cameras consists of a system of cameras installed in and around your business that record images and audio. As at the date of this Agreement, the Verisure Cameras comply with the following standards:

- EN 55022:2010 Limits and methods of measurement of radio disturbance characteristics of information technology equipment.
- EN 50581:2012 Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances.
- EN 55024:2010 Information technology equipment-Immunity characteristics- Limits and methods of measurement.
- EN 61000-3-2:2006+A2:2009 Limits for harmonic current emissions.
- EN 61000-3-3:2008 Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current ≤ 16 A per phase and not subject to conditional connection.
- EN 61000-4-2:2009 Electrostatic discharge immunity test.
- EN 61000-4-3:2006+A2:2010 Radiated, radio-frequency, electromagnetic field immunity test.
- EN 61000-4-4:2004+A1:2010 Electrical fast transient/burst immunity test.
- EN 61000-4-5:2006 Surge immunity test.
- EN 61000-4-6:2009 Immunity to conducted disturbances, induced by radio- frequency fields.
- EN 61000-4-11:2004 Voltage dips, short interruptions and voltage variations immunity tests. The Verisure Cameras must only be set up and connected by Verisure authorised personnel and are connected to our Alarm Receiving Centre.

Verisure Cameras may allow you to view and record Image Data remotely. This functionality will depend on the specifications of the Verisure Camera you have installed and how you choose to apply settings in accordance with the User Guide, as well as ensuring the Verisure Camera is linked to the internet via an appropriate broadband router connection, which must be provided by you. Recordings can be stored for up to seven days on a memory card installed in the Verisure Camera, and for up to three days through

the Verisure Mobile Application or on Cloud servers. You can access these recordings, and receive event alerts, on any mobile device with iOS or an Android operating system through the Verisure Mobile Applications which must be downloaded by you from our website at www.verisure.co.uk. We refer to this aspect of our Service as "Comfort Mode". Please note that if at any time there is insufficient available recording storage space to record Image Data, the storage system will automatically delete earlier recordings as necessary to permit new recordings to be made.

In the event of a Security Alert, we will be able to have access to the cameras and to a brief recording automatically triggered by the alert for the purpose of investigating and responding to the alert.

Schedule 7 ARLO CAMERAS AND VIDEO DOORBELL

If you have chosen the Arlo Camera or Video Doorbell as part of your Service then this Schedule 7 applies to you and the Services Verisure provides/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 signing 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, which will bind you.

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 8 YOUR OBLIGATIONS VERISURE AND ARLO CAMERAS/VIDEO DOORBELL

You agree:

- not to tamper with the Verisure or Arlo Cameras or Video Doorbell;
- not to tamper with or obscure any signs put up by Verisure;
- to keep the Verisure or Arlo Cameras or Video Doorbell in reasonable condition (allowing for fair wear and tear);
- not to use the Verisure or Arlo Cameras or Video Doorbell or the associated services in a commercial or home 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 Verisure or 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 Verisure or 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 Verisure or 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 Verisure or 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 Verisure or Arlo Camera for longer than 90 days.

In relation to the monitoring of individuals you agree:

- that the Verisure and 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 Verisure or 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 any memory card installed on a Verisure or Arlo Camera or Video Doorbell;
- that Verisure is not responsible for how you use the Image Data.

You agree to contact customer support immediately about any loss or damage to the Verisure or 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 Verisure or Arlo Cameras or Video Doorbell.

You must report:

- any fault or incident that is detected in the Verisure or 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 Verisure or Arlo Cameras or Video Doorbell, as soon as possible.

Schedule 9 CANCELLATION OF THIS CONTRACT WITHIN 14 DAYS OF CONCLUSION OF THE CONTRACT

Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of the conclusion of the contract. To exercise the right to cancel, you must inform us, Verisure Services (UK) Limited, Unit 1 Ground Floor, Brentside Executive Park, Great West Road, Brentford, London TW8 9DR (telephone 0333 200 9000 or email us at customersupport@verisure.co.uk) of your decision to cancel this contract by a clear statement (e.g. letter sent by post, fax or e-mail). You may use the attached model cancellation form (Schedule 13), but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract within the Cooling-Off Period, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We may make a deduction from the reimbursement for loss in value of any Equipment supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement by BACS payment to your nominated bank account. We may withhold reimbursement until we have dismantled the Equipment. No later than 30 days from the

date on which you communicate your cancellation from this contract to us, you must make our Equipment available for collection in accordance with section 10.5. Unless the reason for your cancellation is a variation by us of the Service Fees pursuant to section 7.4 or variation of any other important terms of the Agreement which you do not accept you must pay the costs of returning our Equipment. Alternatively at our request you will make it available for collection by us at our own cost at an agreed time. You are liable for any diminished value of the Equipment resulting from the handling other than what is necessary to establish nature, characteristics and functioning of the Equipment. You will remain liable for all unpaid invoices and charges until your account is fully settled and paid up.

Schedule 10 MODEL CANCELLATION FORM

To Verisure Services (UK) Limited, Benton Lane, Quorum Business Park, Newcastle upon Tyne, NE8 8BU (or email customersupport@verisure.co.uk): I/We* hereby give notice that I/We* cancel my/our contract for the supply of the following service,

Ordered on*/received on*	
Name of consumer(s)	
Address of consumer(s)	
Signature of consumer(s)	
Date	

