



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;  
**Alarm Signal:** Refers to a Security Alert sent to us following an incident;  
**Arlo Application:** The Arlo Application is as described in Schedule 6 below;  
**Arlo Cameras/Video Doorbell:** An internet protocol camera to be used in accordance with Schedules 6 and 7 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>.  
**Battery Replacement:** replacement service available when the batteries for your Equipment or System is low as further confirmed in Schedule 1;  
**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;  
**Comfort Mode/Convenience Use:** Refers to the use of the System by you or anyone authorised by you at any time other than when the System has a Security Alert and is under the control of Verisure;  
**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 General Data Protection Regulation 2016/679 ("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;  
**Incident:** refers to an incident which triggers an Alarm Signal or Security Alert such as (depending on your service package), detection of smoke, movement, an SOS signal activated from a device in the protected premises or any one or combination of the same depending on the context;  
**Maintenance:** The repair or replacement (if applicable) service provided to the System throughout the term of the Agreement. For customers who subscribe to Battery Replacement service this includes free call out for replacement of batteries;  
**Police:** means police authorities including but not limited to the An Garda Síochána;  
**Pre-contractual Information:** means the document containing the key terms of your contract including the price and services selected and which was provided to you prior to signing this Agreement;  
**Privacy Notice:** The Verisure privacy notice which you view on our website at <https://www.verisure.ie/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;  
**Remote Monitoring:** Optional security service provided through our Alarm Receiving Centre;  
**Reservation Fee:** means the payment made at the time the Setup and Connection Fee are quoted prior to an installation of the Equipment;  
**Security Alert:** a security, fire or other alert generated by the System;  
**Setup and Connection Fee:** The setup and connection fee mentioned in sections 7 and 8;  
**Services:** The support, maintenance and remote monitoring services we will provide to you as set out in the Agreement, as modified from time to time in accordance with section 19.5 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.ie>  
**User Content:** Refers to 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 the signature of this Agreement and also accessible via the Verisure Mobile Application;  
**Verisure Mobile Application:** The Verisure app known as "My Verisure" can be downloaded on your device;  
**We/Our/Us/Verisure:** Verisure Ireland DAC (company number 696619), F2, Eastpoint Business Park, Dublin 3, Ireland.

**2. OUR CONTRACT WITH YOU**  
This 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. The Reservation fee shall be credited against the Setup and Connection Fee following installation of the Equipment provided that the installation proceeds within 2 weeks of payment.

**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 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;  
(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 10.5, you must return our Equipment to us in accordance with section 10.6.

**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 – Arlo Cameras and Video Doorbell,  
Schedule 7 – Your Obligations Verisure and Arlo Cameras/Video Doorbell,  
Schedule 8 – Third Party Payment Plans,  
Schedule 9 – Model cancellation form,  
Schedule 10 – Data protection – Processing of Personal Data,  
Schedule 11 – GuardVision Outdoor Detector,  
Schedule 12 – BEYOND SIGHT™,  
Schedule 13 – Lockguard,  
Schedule 14 – Camera Streaming  
Please make sure you read through these 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. This includes, if it occurs, the investigation and elimination of the causes of a high number of unwanted activations of the System which have resulted in a detector being omitted or isolated from the system before it is re-enabled.  
(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 Information website: <https://www.citizensinformation.ie/en/> or call 0818 07 4000.  
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) 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  
(d) 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/Wi-Fi 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 the Schedules of this Agreement.  
**6.14 Use of User content**  
6.14.1 We will process User Content in accordance with our privacy notice and the relevant User Guide(s) including using such data to verify and respond to Security Alerts and/or providing such User Content of 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.  
6.14.2 It is your responsibility to ensure your and other users' use of the alarm 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.  
6.14.3 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.

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 through a third party provider subject to approval; You will be required to submit a separate application to the provider to obtain a financing plan in respect of the Set up and Connection fee. If approved by the third party you will be required to enter into an additional contract directly with them which may be subject to additional fees. You should ensure that you obtain from such third party, full details of the additional terms and fees that will apply, including in respect of any payment plan options available to you. Verisure has no authority over any third party finance provider's selection, approval, and processing procedures, including its handling of personal data. Schedule 8 contains further terms and conditions relating to the use of third party finance services.  
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) throughout the term of this Agreement, even if you choose to terminate the Agreement during the Initial Term.  
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 Consumer Price Index (published by the Central Statistics Office in the period 13 months and 1 month before the date we change our Service Fees, should we decide to ("CPI% Change Rate");  
b) we may increase our Service Fees between 1.5% and 4% above the CPI% Change Rate. In any event, the resulting annual increase shall not exceed: i) 5% in total; or ii) the CPI% Change Rate, whichever is greater. Please note that we reserve the right to increase our Service Fees for reasons other than those outlined



in section 7.4.(a) above and may increase it above the CPI% Change rate. Such reasons may include, but not limited to, changes in market conditions, inflation, changes in regulatory requirements, and changes to our cost structure. We will provide you with reasonable notice of any such changes to our Service Fees. 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 and you will be invoiced when payment is due. If you have paid a Reservation Fee, this will be deducted from the total amount due and payable by you. Provided that if you are approved to make such payment using a third party payment plan, payment will be due in accordance with the dates for the applicable plan. If you have paid a Reservation Fee, this will be deducted from the total amount due and payable by you in respect of the Setup and Connection Fee provided that the installation proceeds within 2 weeks of payment.  
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 Late payment**  
8.3.1 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 Bank of Ireland Group 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.  
8.3.2 We may use the services of a debt collection agency, solicitors or third parties to recover the debt. We will pass them your contact details to contact you and details of the indebtedness to recover the outstanding sums. You hereby agree and consent to Verisure passing your details to third party debt collection agency(ies).  
8.3.3 We reserve and may use our right to suspend or end any service or terminate the entire Agreement.  
8.3.4 We will not be liable to you for any losses or liabilities suffered as a result of our decision to suspend or end any service or terminate the Agreement if you are late in paying the Service Fees. If we terminate this Agreement under this section, you must comply with your obligations under this Agreement as applicable.

9. OUR LIABILITY TO YOU

9.1 Nothing in the terms shall affect any statutory rights that you are always entitled to as a consumer and that you cannot contractually agree to alter or waive.  
9.2 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.  
9.3 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.  
9.4 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 as set out in section 39 of the Sale of Goods and Supply of Services Act 1980; or (d) any other liability which we are not permitted by applicable law to limit or exclude.  
9.7 Subject to section 9.6, our maximum total liability under this Agreement is limited to :  
(a) the value of all fees paid under this Agreement; or (b) five thousand euro (€5,000.00), whichever is higher.

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

10.1 This Agreement is for a fixed term commencing on the date of this Agreement (the "Initial Term"). The duration of the fixed term is determined by your selection of either twenty-four (24) or thirty-six (36) months as indicated on the front page of this Agreement. At the end of the Initial Term, this Agreement shall automatically renew until you provide Us with not less than sixty (60) days prior written notice of termination.  
10.2 If you wish to prevent automatic renewal and terminate the Agreement, you shall provide Us a with notice no later than sixty (60) days prior to the expiration of the Initial Term of this Agreement. Such notice maybe given by contacting our Customer Service team via phone on 1800 856 060 or provide a clear statement in a letter sent by post to Verisure Ireland DAC, F2, Eastpoint Business Park, Dublin 3, Ireland. . If timely notice is not received, this Agreement shall be automatically renewed as specified herein. After the expiry of the Initial Term you may keep the Equipment installed at your premises subject to the removal of any ZeroVision device and the sim card contained in the Equipment installed at the premise.  
10.3 After the Initial Term, you may terminate this Agreement by providing written notice of termination at least sixty (60) days prior to the intended date of termination. Following receipt of your cancellation notification, our customer support team will validate the request by verifying that the request was sent by the account holder through the registered contact details we hold. For the avoidance of doubt, once validated, your cancellation request will always be back dated to the date of receipt of the notification request.  
10.4 If you terminate this Agreement before the expiration of the Initial Term, you shall remain liable for the payment of the monthly Service Fee until the Initial Term expires and must comply with the provisions of section 10.6.  
10.4.1 If you subscribe to the Remote Monitoring Service, the duration of the commitment to this service will run concurrently with the minimum commitment period of the Agreement and the termination of your Agreement will automatically lead to the termination of the Remote Monitoring Service.

Your right to cancel this Agreement within 30 days

10.5 You have the right, without giving any reason, to cancel this Agreement 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 resulting from your handling of the goods beyond that necessary to establish their nature, characteristics and functioning 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.

Your obligation to return Equipment

10.6 If you exercise your right to cancel this Agreement under section 10.5 of this Agreement, during the Cooling-Off Period and no later than 30 days from the date on which you communicate your cancellation from this Agreement to us, you must make our Equipment available for collection in accordance with section 10.9.  
10.6.1 If you cancel this Agreement prior to the expiration of the Initial Term, 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 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.

The Parties' Rights to Terminate this Agreement

10.7 This Agreement may be terminated by either party giving to the other not less than sixty (60) days written notice of termination at any time after the Initial Term unless terminated by Us pursuant to sections 10.8 and 10.16.  
10.8 As per clause 8.2 our billing date is the first day of every month, in the event that you provide Us with notice to terminate this Agreement, and such notice is received after the first day of the month in which

you wish to terminate, you shall remain responsible for payment of the entire Service Fee for that month. By way of example, you should provide notice on or before 1st June if you wish to terminate your Agreement on 30th June. If we have not received payment of any fee due under this Agreement within ten days after sending a debt 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.

Return of Our Equipment

10.9 If you or we cancel or terminate this Agreement during the Initial Term, or if we cease to provide the Services under section 10.16, should you decide not to retain the Equipment as a siren-only system, 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: (i) in respect of cancellation under section 10.1 or 10.8 within the period of 30 days after the cancellation or termination date; or (ii) in respect of termination under section 10.7 within 30 days You will be deemed to have returned and we will be deemed to have collected the Equipment on the date which 30 days after the expiry of the time periods set out in (i) or (ii), as applicable (the "Service End Date").  
10.9.1 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, 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.  
10.9.2 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 make this available for disconnection and collection by Us.  
10.9.3 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 card and any Image Data which you decide to record onto it. Before you return the Equipment to Us or when this Agreement expires or terminates, you must either remove the memory card, or delete all Image Data from the installed memory card.

How to Cancel this Agreement

10.10 To exercise the right to cancel this Agreement under this section 10 you must inform us of your decision to cancel this Agreement by contacting our Customer Service team via phone on 1800 856 060 or provide a clear statement in a letter sent by post to Verisure Ireland DAC, F2, Eastpoint Business Park, Dublin 3, Ireland. You may use the attached model cancellation form as set out in Schedule 9 of this Agreement, alternatively you can find a model cancellation form in the "Customer Area" on our website: <https://www.verisure.ie>.  
10.10.1 Following receipt of your notice of termination, our Customer Service Team reserves the right to validate the request by verifying your identity for security purposes. We require a two-step validation of your cancellation request to ensure the request is legitimate. Therefore, for your security, upon receipt of your request we will call you to validate your identity. If we are unable to reach you, we will send you an email to validate your cancellation request. If we are unable to contact you following your initial request to cancel this Agreement, you are required to confirm your intention to cancel through an email which will be sent to the email address registered to your account with us within 30 days of receipt of the email. Please note that if you submit your cancellation request by post, we will require proof of identity and proof of address to validate your request. If you do not confirm your request to cancel through this two-step validation process, your cancellation request will not be processed. When you cancel, if you fail for any reason to return our Equipment or make our Equipment available for collection you will be liable to pay the cost of all relevant Equipment installed at your premises. If you fail to allow the Verisure personnel 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.  
10.10.2 If you choose to downgrade the Service, you must allow access for the professional disconnection of all relevant Equipment by one of our trained personnel. This is to ensure we completely disconnect the System from Verisure's Alarm Receiving Centre and in the case of downgrade, remove any SIM cards installed.  
10.10.3 Once your account is closed, we will no longer have any obligation to provide the services or the alarm system to you, even where the Equipment remains in your possession. If any element(s) of the Equipment or the alarm system remain in your possession and does continue to work to any extent after the contract ends:  
i. your continued use of any of the Equipment and the alarm system is at your own risk; and  
ii. we will not verify or respond to any alarm signal; and  
iii. we are not liable for any faults, nor for maintenance of the Equipment or the alarm system and we do not guarantee and may terminate any continuing functionality at any time without giving any notice; and  
iv. if the central unit has power and remains connected to ethernet or Wi-Fi (and even if the SIM card has been deactivated), the Equipment may continue to send some technical signals to our back-end IT system indicating the technical status of that equipment.

How to Temporarily Suspend the Services

10.11 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 contacting our customer support team via telephone on 1800 856 060. We must receive your request 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.  
10.12 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 Home

10.13 If you are moving, we can continue to provide the Services to you at your new home within the Republic of Ireland. We will charge you a moving fee of €99. You will need to log into the "My Verisure" App and complete the "Alarm Move" form to submit your request. Alternatively, you can telephone customer support on 1800 856 060.  
10.14 If following a re-connection of the Services at your new home 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.  
10.15 During a Suspension Period or when moving home, 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.

10.16 Our rights to suspend or end the services/Agreement

a) We can end the Services and/or the Agreement immediately on notice to you if:  
i. you have not made a payment by the due date and the payment is still outstanding after we have given you formal notice; or  
ii. you breach the contract and either you cannot put it right or you do not put it right within 30 days of Us notifying you of the breach; and  
iii. you reject service upgrades or maintenance requests or technical modifications that we ask you to take or to apply to your system and these are critical to ensure the System or the Services work properly or safely.  
b) We can temporarily suspend any or all services if:  
i. you have not made a payment by the due date and the payment is still outstanding after we have given you formal notice;  
ii. we need to deal with technical problems or make minor technical changes;  
iii. we need to update the System or the Services to reflect changes in relevant laws and regulatory requirements;  
iv. we need to make changes to the System following a request from you; We will aim to contact you in advance to tell you we will be suspending the Services, unless the problem is urgent or an emergency.  
c) We can also end the Services and/or terminate the Agreement at will by providing you with 30 days prior notice.





**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 conditions, 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 1800 856 060 or write to us at Verisure Ireland DAC F2, Eastpoint Business Park, Dublin 3, Ireland. The European Commission provides an online dispute resolution platform which can be found at <http://ec.europa.eu/consumers/odr/>

**13. GOVERNING LAW**  
13.1 This Agreement is governed by Irish 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 Irish law. Notwithstanding the application of Irish Law, where you are a consumer, the law in which you had your domicile or ordinary residence when the contract was concluded shall apply.  
13.2 You and we both agree that the courts of the Republic of Ireland will have exclusive jurisdiction.

**14. DATA PROTECTION**  
**Data Protection and Processing of Personal Data**  
14.1 General terms regarding the processing of personal data.  
**As part of our Services, we are required to process personal data and depending on the circumstances, the responsibility for the processing of personal data according to the GDPR may differ. For example, whilst we are responsible for the use of the System to verify and respond to a Security Alert/Alarm Signal, you are responsible for otherwise using the System for convenience use and/or user content in a manner which does not infringe applicable laws and regulations.** You can read more about what to consider when you are the sole data controller and when the household and personal data exemption in the GDPR applies in our camera guidance for Verisure residential customers, available in the Mobile Application.  
**14.2 How we can use your personal data.**  
The nature of our business and the Services we provide require us to process your personal data as a data controller, as set out in our privacy notice. You can find more information about how we use your personal data and your rights as a data subject 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.  
**14.3 How we may use other users' personal data.**  
We will 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 a copy of our privacy notice to them,  
**14.4 How we may process personal data on your behalf.**  
We may process personal data on your behalf as a data processor. Annex I will govern how we may do so and what rights and obligations we have in relation to each other.  
**14.5 How we may process personal data jointly with you**  
For the collection of personal data passively and continuously through the System, which in turn allows Us to receive an Alarm Signal in case of an incident, (as well as Verisure's potential sharing of images and audio from an incident with you through the App, as set out in section 3 of the Joint Controller Arrangement, we are joint controllers and thus share the responsibility for the processing of personal data as well as its compliance with the GDPR. Our respective obligations are stipulated in Schedule 10, Annex II (Joint Controller Arrangement). Note, if you are subject to the household and personal data exemption in the GDPR, we will be the sole data controller and Annex II will not apply).

**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. 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 6 in relation to the Arlo Camera or Video Doorbell operations and services. You should read Schedule 6 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.

**17. MOONSHOT**  
If you have the Moonshot suite of products installed, the communication via Broadband described under Schedule 4 Mobile Connectivity applies to you the nature and extent of the System and your responsibilities connected with its operation.

**18. LOCKGUARD AND OUTDOOR KEYPAD**  
If your System includes a Lockguard device, the following terms apply:  
(a) we have no obligation to remove the device and/or the lock cylinder at the end of the Agreement; and  
(b) with regards to Verisure's Alarm Receiving Centre's unlocking service, in the event of an emergency you confirm that:  
(i) we may remotely unlock the door to the premises via the System in accordance with the relevant Verisure Service description at Schedule 13;  
(ii) it is your responsibility to ensure that the door is locked or secured after an Incident; and  
(iii) we will not be responsible for any loss or damage (including without limitation claims from third parties) or any other consequences resulting from us remotely unlocking the door in accordance with the relevant Verisure Service description.

**19. ACCESS TO INFORMATION IN ACCORDANCE WITH THE EU REGULATION 2023/2854 (the "Data Act")**  
19.1 Verisure Ireland DAC, as the data controller, undertakes to make available to you, the "Customer", upon request through the designated channels, the information generated by the connected products and contracted digital services (nature, volume, frequency of collection), which corresponds to the 30 days prior to the request made by you or an authorised third party, together with the metadata necessary for its interpretation, in a structured and secure format. You may request such information by emailing us at: [dataprotection@verisure.ie](mailto:dataprotection@verisure.ie). We will endeavour to respond to your request within one month of receipt.  
19.2 You or the duly authorised third party acting on your behalf may request access to or sharing of such data with third parties, provided that these are not entities considered "gatekeepers" under Regulation (EU) 2022/1925. You must expressly indicate whether you wish to share sensitive data such as images, voice, or video, by sending a communication to the following email address: [dataprotection@verisure.ie](mailto:dataprotection@verisure.ie).  
19.3 Verisure Ireland DAC shall retain the industrial and intellectual property rights over the shared information. Accordingly, you undertake to treat such information as strictly confidential, to prevent unauthorised access, and to apply appropriate technical and organisational measures to ensure its protection. You shall refrain from: using the information to develop products that may compete with Verisure Ireland DAC or its competitors; from accessing it without authorisation; or from violating any applicable laws and regulations. Verisure Ireland DAC may modify the technical conditions for data access for justified reasons, with reasonable prior notice.

**20. OTHER IMPORTANT TERMS**  
20.1 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.  
20.2 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.  
20.3 We reserve the right to amend, vary or change these Terms from time to time. Our latest Terms are available on our customer website: <https://www.verisure.ie/alerts/customer-area.html>  
20.4 In the event of a significant change to the Terms 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.  
20.5 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 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.  
20.6 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 30 days 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.  
20.7 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.

**21. 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 & Battery Replacement including low battery warnings**  
If any control panel indicates low battery levels, we will contact you by telephone or text message. We will place a maintenance request stating that the battery needs to be replaced. Other Registered Contacts may also be contacted if required. If you have subscribed to our Battery Replacement Service, you can choose to have the batteries replaced by a Verisure technician or change the batteries yourself. If you choose to replace the battery yourself, please order the batteries through our Customer Services (Customer Support or via Customer Area website). If you have not subscribed to Battery Replacement Services, we will inform you as well. You will have the option of changing the batteries yourself which we will send you or you can choose to have the batteries replaced by a Verisure technician – a call our fee will be payable (at the rates applicable at the time).

**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 Annex 1 of Schedule 10 apply.

**Remote Monitoring errors**  
If you have subscribed to the Remote Monitoring services, 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. It is important for us to be able to contact you for an appointment and for you to be on site once you have made a service/maintenance request. If we are unable to reach you, we may deprioritise the service request 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 of 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, 10.10, 10.11, 10.12 and 10.13 do not form part of the Service Fee.

**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, 4.6, 6.6, 7.5, 7.6, 7.7, 7.8, 10.10, 10.11, 10.12 and 10.13 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 patrol (if appropriate) and to you or if we cannot reach you, one of the other Registered Contacts. If there is a security patrol (if applicable) 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 (if applicable). 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 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.

**Emergency call-out**



If you have subscribed to the Emergency Call-Out Service, 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 a perimeter inspection of the premises 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 remote 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 for 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.

**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:  
• 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.  
• EN 50130-5:2011. Alarm systems. Environmental test methods.  
• EN 50131-5-3:2005/A1:2008. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques. EN 50131-6:2008/A1:2014. Alarm systems. Intrusion and hold-up systems. Power supplies.  
• EN 50131-8:2008ii. Alarm systems. Intrusion and hold-up systems. Security fog device/ systems.  
• 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 of Zero Vision System**  
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**  
Nothing in the terms shall affect any statutory rights that you are always entitled to as a consumer and that you cannot contractually agree to alter or waive. The following limitations or exclusions shall not apply to claims resulting from death or personal injury caused by our negligence or the negligence of our employees, agents, subcontractors or by our fraud or fraudulent misrepresentation.  
We will install the ZeroVision system with reasonable skill and care and accordance with section 39 of the Sale of Goods and Supply of Services Act 1980 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 10.16 of our standard terms and conditions, you must allow access for professional disconnection by one of our trained engineers. As this is a pyrotechnic device, we will require access to your premises so that our professionally trained personnel can disconnect the ZeroVision system. You must make the ZeroVision system 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 allow access for disconnection and dismantle, 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 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: ARLO CAMERAS AND VIDEO DOORBELL**  
If you have chosen the Arlo Camera or Video Doorbell as part of your Service then this Schedule 6 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 Alarm Receiving Centre. 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. In 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 agree to:  
• 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")**  
If you have subscribed to the Monitoring Services, you agree to allow Us set up this connection as a condition to providing you Remote Monitoring services.

**Liability and Warranty**  
Nothing in the terms shall affect any statutory rights that you are always entitled to as a consumer and that you cannot contractually agree to alter or waive.  
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 7: 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 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 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 or alter the position of the camera/ 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; and
- 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 8: THIRD PARTY PAYMENT PLANS**  
**Eligibility for Payment Plans**  
Verisure may permit the use of an independent third party financing plan to pay the upfront Set Up and Connection Fee and your application to obtain the financing plans offered by such third party will be subject to its selection and approval procedures.  
If approved, you will be required to enter into an additional contract directly with the third party financing company which may be subject to additional fees. They will provide you with full details of the additional terms and fees that will apply.  
The third party company may set a maximum amount for financing the Set Up and Connection Fee. If the maximum amount provided by the financing company is less than the Set Up and Connection Fee payable, you will be required to pay any such excess on completion of setting up and connection of the System.

**Additional Terms**  
Verisure expressly disclaims any responsibility or liability for any issues arising from the third party selection, approval, and processing procedures, including their processing of personal data. By using the third party services, you acknowledge and agree that Verisure shall not be held liable for any damages, losses, or expenses incurred by you in relation to the third party's services.  
Any disputes, claims, or complaints regarding the third party financing services shall be resolved directly with them. In the event of any conflict or inconsistency between the terms and conditions hereof and the third party's terms and conditions, the terms and conditions set forth in this Agreement shall prevail.

**Schedule 9: MODEL CANCELLATION FORM**  
To Verisure Ireland DAC, F2, Eastpoint Business Park, Dublin 3, Ireland  
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                     |  |

**Schedule 10: PROCESSING OF PERSONAL DATA**  
**ANNEX I (A) INSTRUCTIONS:**  
**1. PROCESSING OF PERSONAL DATA**  
**1.1 Purpose of processing.**  
In order to enable the Convenience Use and allow for User Content as part of Verisure's Services, we will process personal data by transmitting it from the Equipment to the App and/or User Account.  
**1.2 Subject-matter of the processing.**  
The subject-matter of the processing is the provision of Verisure's Services, which include the Convenience Use and the possibility to create User Content.  
**1.3 Categories of personal data.**  
Depending on the Services and Equipment that you have chosen, we shall collect and process the following categories of personal data:  
(a) livestream;  
(b) still pictures;  
(c) video recordings; and  
(d) audio recordings.  
**1.4 Categories of data subjects.**  
The content collected by your active use of the Services entail that we shall process the personal data of those individuals present in the protected property.  
**1.5 Processing activities (nature of the processing).**  
The Convenience Use and User Content include functionalities such as:  
a. live view streaming;  
b. continuous video recording;  
c. recording of video, photo or audio;  
d. video doorbell; and  
e. smart door lock.  
**1.6 Transfer to third countries.**  
We store and process your data in the European Economic Area (EEA) or in countries with an appropriate level of data protection. These countries have laws equivalent to those of the EEA regarding your information.

If we disclose your information to companies established outside (i) the EEA or (ii) countries with an appropriate level of data protection, we contractually require these companies to process your information on similar terms to us. In such situations, we will ensure that the information transferred is protected. Upon request, we can provide you with further information regarding any transfer.  
**1.7 Duration.**  
Not applicable.

**2. TECHNICAL AND ORGANISATIONAL SECURITY MEASURES**  
Cybersecurity is a key topic for Verisure, and we are continuously investing in advancing this function and ensuring we adapt to the evolving threats landscape. Our commitment to cybersecurity means constantly staying ahead of emerging risks and vulnerabilities. Through rigorous monitoring, encryption, penetration testing, stringent access control, employee awareness and continuous improvement of our Systems, we strive to strengthen our defences against data breaches. Upon request, we can provide you with further information regarding any transfer.

**ANNEX I (B): LIST OF APPROVED SUB-PROCESSORS**  
We are entitled to engage the following sub-processors for the processing of personal data on behalf of the data controller, further to section 14.5 and Annex I.

| Name of sub-processor | Company registration number                                                                | Description of the sub-processing | Location for the processing of personal data (country) |
|-----------------------|--------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------|
| AWS                   | Amazon Web Services<br>EMEA SARL is 38<br>Avenue John F.<br>Kennedy, L-1855<br>Luxembourg. | Cloud storage, cloud computing    | EEA                                                    |

|              |                                                                                                                                                                                        |                                                                                                                               |     |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----|
| Azure        | Microsoft Iberica S.R.L.<br>Paseo Del Club<br>Deportivo 1, Centro<br>Empresarial La Finca,<br>Edificio 1.<br>28223 Pozuelo de<br>Alarcón, Madrid. Spain.<br>VAT Number:<br>ESB78603495 | Cloud storage, cloud computing                                                                                                | EEA |
| Oracle Cloud | Oracle Ibérica, S.R.L.<br>Paseo de la Castellana,<br>81<br>28046 Madrid<br>(MADRID), España<br>NIF: B-78361482. Reg.<br>Merc. Madrid Tomo<br>9629, Folio 28, Hoja<br>M-51948           | Cloud storage                                                                                                                 | EEA |
| Arlo EU      | Arlo EU is a Verisure<br>Company.<br>Arlo Technologies is a<br>US partner from which<br>we order a number of<br>services.                                                              | Cloud Storage for our<br>customers who use<br>Orion and Aquila<br>cameras or Arlo<br>cameras through<br>Verisure subscription | EEA |

These sub-processors may change from time to time. Upon request, we can provide you with further information regarding our sub-processors.

**ANNEX II: JOINT CONTROLLER ARRANGEMENT**  
This ANNEX II – JOINT CONTROLLER ARRANGEMENT (this "Joint Controller Arrangement") constitutes an appendix to and forms an integral part of the Agreement, which applies when Verisure provides Services and Equipment to you via the System.  
Verisure and you are hereinafter each referred to as a "party" and jointly as the "parties".

**1. BACKGROUND**  
The parties have entered into the Agreement which includes the provision of Verisure's Service(s) to you. Under the Service(s), the parties will process certain personal data for purposes and means jointly decided by the parties, as further described in section 3 below.  
The purpose of this Joint Controller Arrangement is to document the parties' arrangement on the allocation of the parties' respective responsibilities in a contract for compliance with the obligations under the GDPR when acting as joint controllers. However, if you are subject to the household and personal data exemption in the GDPR as explained in section 14.4 of the Agreement, we will be the sole data controller and this Joint Controller Arrangement does not apply.

**2. DEFINITIONS**  
The terms in this Joint Controller Arrangement shall have the same definition attributed to them as in the Agreement if not expressly defined herein. In addition, the terms in this Joint Controller Arrangement shall be interpreted in accordance with the GDPR, unless otherwise specified.

**3. JOINT CONTROLLERS**  
This Joint Controller Arrangement sets out the respective obligations of the parties relating to the joint processing of personal data under the Service(s).  
a. Purpose. The purpose(s) of the processing is (i) monitor the premises through the Service(s) in order to ensure the safety and security of you as our customer and other individuals by enabling the Service(s), and (ii) to share personal data in the forms of live view streaming, CVR, recording of video, photos or audio of an incident directly with you through the App in order to manage and follow up an Alarm Signal.  
b. Subject matter. The Verisure Equipment, such as the control panel, movement detector, voice panel, cameras, fire alarm, etc., collect personal data passively and continuously as well as when the Service is activated by sending signals to Verisure in order to allow for the triggering of an Alarm Signal when necessary. In case the collected signals trigger an alarm event, the alarm event is queued to the Verisure's ARC and the Verisure's Equipment begin collecting personal data in the forms of images and audio. Depending on your choice of Verisure Equipment, the collected personal data may also be shared directly with you through the My Verisure App.  
The parties agree that they shall be considered joint controllers for the processing of personal data regarding the collection and intake of personal data from Verisure's Equipment for the provision of the ARC Alarm Management Service as well as when Verisure shares the personal data directly with you through the App in order to manage and follow up an alarm signal].  
c. Categories of personal data. The processing includes personal data in the form of signals from Verisure's Equipment, such as alarm logs, as well as, in case of an alarm event, images, video and audio that may include personal data if the data subject is present when the alarm is triggered. When personal data is collected by sending signals to Verisure, no personal data in the form of images or audio is collected by the Verisure's Equipment.  
d. Categories of data subjects. The categories of data subjects include individuals present in the monitored area.

**4. OVERALL DISTRIBUTION OF RESPONSIBILITIES**  
Each party shall fulfil its own regulatory obligations under the GDPR, unless otherwise specified in this Joint Controller Arrangement. You shall ensure that you comply with any legal obligations regarding alarm monitoring.

**5. GENERAL DATA PROTECTION PRINCIPLES AND LEGAL BASIS FOR THE PROCESSING**  
The parties are separately responsible for complying with the principles of processing personal data as set out in Article 5 of the GDPR.  
The parties may not process personal data under this Joint Controller Arrangement for any other purpose than the purpose jointly defined by the parties, unless required to do so by Union or EU Member State law to which the party is subject. For the avoidance of doubt, this does not limit your use of personal data for Convenience Use and/or User Content.  
Notwithstanding the foregoing, Verisure may further process the personal data for the subsequent purposes set out in Verisure's privacy notices relating to the processing of personal data for the provision of the Services and other related legitimate processing purposes. You may further process personal data for your own purposes to protect your own interests such as to provide the personal data to your insurance company, to the police authority or to other governmental authorities in criminal or civil proceedings within the EU/EEA.  
The legal basis for the processing by Verisure shall be its legitimate interest. You are responsible for ensuring that you have a legal basis for the processing of personal data and that the legal basis is documented.

**6. RIGHTS OF DATA SUBJECTS**  
According to the GDPR, the data subjects have a number of rights in relation to the parties, including:  
• information obligation when collecting personal data from the data subject (Article 13);  
• information obligation when personal data have not been collected by the data subject (Article 14);  
• right of access by the data subject (Article 15);  
• right to rectification (Article 16);  
• right to erasure ("right to be forgotten") (Article 17);  
• right to restriction of processing (Article 18);  
• notification obligation regarding rectification or erasure of personal data or restriction of processing (Article 19);  
• right to data portability (Article 20); and  
• right to object (Article 21).

**7. DISTRIBUTION OF RESPONSIBILITIES**  
The parties are responsible for assisting each other to the extent that this is relevant and necessary for them to comply with the obligations towards the data subjects.  
You shall inform the data subjects about the joint processing of personal data and Verisure's subsequent processing of personal data by referring to Verisure's Privacy Notice for Residential customer's data subjects, available at <https://www.verisure.ie/privacy-notice>.  
Verisure is responsible for handling data subject requests regarding the rights as set out in section 6. Both parties are responsible to ensure that it is completely clear to the data subjects that Verisure serves as the point of contact for the exercise of the data subject rights.  
Irrespective of the content of the arrangement as set out in this section, the data subject may contact either of the parties to exercise his or her rights in accordance with Article 26(3) of the GDPR.



**8. SECURITY MEASURES**  
The parties are responsible for complying with Article 32 of the GDPR concerning security of processing. This means that each party shall take appropriate technical and organisational measures to ensure a level of security proportionate to the risk, taking into account the current technical level, the implementation costs and the nature, extent, coherence and purpose of the processing concerned, as well as the risks of varying probability and seriousness of the rights and freedoms of natural persons.  
Each party shall comply with the requirement to ensure privacy by design and privacy by default under Article 25 of the GDPR.

**9. DATA PROCESSORS AND SUB-PROCESSORS**  
Verisure is entitled to use data processors and sub-processors in connection with the joint processing under this Joint Controller Arrangement. In such case, Verisure shall comply with the requirements under Article 28 of the GDPR.  
Verisure shall inform you, upon request, of whether the personal data is processed by data processors and, if relevant, sub-processors.

**10. DATA PROCESSING RECORDS**  
Each party shall be obliged to maintain a record of processing activities in compliance with Article 30 of the GDPR.

**11. NOTIFICATION OF PERSONAL DATA BREACHES**  
The parties are responsible to observe Article 33 of the GDPR concerning notification of a personal data breach, relating to the processing under this Joint Controller Arrangement, to the supervisory authority. Upon becoming aware of such personal data breach, the party affected by the personal data breach shall notify the other party without undue delay. The party affected by the personal data breach shall then, in consultation with the other party, take the necessary measures to fulfil the requirements under Article 33 of the GDPR. The parties are responsible for assisting each other to the extent that this is relevant and necessary for the party affected by the personal data breach to comply with the obligations under Article 33 of the GDPR.  
You are responsible to communicate a notification of a personal data breach, relating to the processing under this Joint Controller Arrangement, to the data subjects in accordance with Article 34 of the GDPR. Verisure is responsible for assisting you to the extent that this is relevant and necessary for you to comply with the obligations under Article 34 of the GDPR.

**12. DATA PROTECTION IMPACT ASSESSMENTS**  
The parties are responsible to observe the requirements in Article 35 of the GDPR concerning data protection impact assessments. This means, that the parties, where a type of processing, in particular using new technologies and taking in to account the nature, scope, context and purposes of the processing, is likely to result in a high risk to the rights and freedoms of natural persons, shall, prior to the processing, carry out an assessment of the impact of the envisaged processing operations on the protection of personal data or to document that such an assessment is not necessary.  
The parties are responsible to observe the requirement in Article 36 of the GDPR concerning prior consultation with the supervisory authority, when appropriate, and shall consult with each other prior to any contact with the supervisory authority.

**13. THIRD COUNTRY TRANSFERS**  
The parties have jointly agreed that Verisure may decide to transfer personal data to third countries. In such case, Verisure is responsible to observe the requirements of Chapter 5 in the GDPR.

**14. CONTACT AND AVAILABILITY**  
Verisure acts as the point of contact for data subjects in relation to this Joint Controller Arrangement.

**15. INFORMATION TO THE OTHER PARTIES**  
The parties shall inform each other about significant matters that affect the joint processing and this Joint Controller Arrangement.

**16. ENTRY INTO FORCE AND TERMINATION**  
This Joint Controller Arrangement is valid for the duration of the joint processing of the personal data under the Joint Controller Arrangement.

**17. LIABILITY AND CONFLICT**  
Each party shall indemnify and hold the other party harmless from all claims, sanctions, damages, expenses (including reasonable attorney's fees) and direct losses arising out of or relating to any failure by that party and/or a person or company authorised by that party to process personal data to comply with the provisions of this Joint Controller Arrangement.

**18. APPLICABLE LAWS AND DISPUTE RESOLUTION**  
The provisions regarding applicable laws and dispute resolution in the contract apply also to this Joint Controller Arrangement.

**19. MISCELLANEOUS**  
This Joint Controller Arrangement constitute an integral part of this Agreement. In case of any conflict between this Joint Controller Arrangement and this Agreement, the Joint Controller Arrangement shall prevail between the parties to the extent of such conflict or inconsistency.

**Schedule 11: GUARDVISION OUTDOOR DETECTOR**  
GuardVision Outdoor Detector provides 640x352 image resolution outdoor motion detection. Once installed at your premises by Verisure, you must not tamper with the positioning of the device and must not alter the coverage area of the device to include areas which are located outside of the perimeter of your premises.  
GuardVision Outdoor Detector is fitted with an external protective visor which must not be removed or tampered with under any circumstances as this would compromise the functionality of the device by exposing it to the risk of water and/or other weather-related damage. GuardVision Outdoor Detector is also fitted with a faceplate which regulates the detection capabilities of the device in order to ensure that GuardVision Outdoor Detector does not detect motion outside the boundaries set at the point of installation which would trigger false alarms and deplete the battery life of the device unnecessarily.  
You agree not to remove and/or otherwise tamper with the external protective visor and the faceplate following installation of GuardVision Outdoor Detector by Verisure and you understand that any removal or tampering with external protective visor may lead to damage to the device and removal or tampering with the faceplate may cause the obstruction of the GuardVision Outdoor Detector's lens which may affect the efficiency of its ability to detect unauthorised movement on premises. In the event of partial or total obstruction of the lens, the detection capabilities of the GuardVision Outdoor Detector device will be adversely affected or may even be completely prevented from properly functioning. You understand that if the GuardVision Outdoor Detector lens is partly obstructed, its detection capabilities will be impacted and the images taken by the device will be partially obscured, which may result in the impairment of our Alarm Receiving Centre's ability to verify a real incident and cause delays in Verisure's ability to efficiently provide our Services.  
You acknowledge and agree that Verisure shall not be liable for any loss or damage arising from a real incident where Verisure is prevented from providing the Services as a result of your or a third party tampering with the GuardVision Outdoor Detector device, its external protective visor and/or its faceplate. You will be responsible for the cost of any maintenance required to fix or replace the GuardVision Outdoor Detector device if the device, its external protective visor and/or its faceplate is damaged as a result of any removal or tampering by you or a third party.

**Schedule 12: BEYOND SIGHT™ - terms and conditions**  
If you have subscribed to Beyond Sight™ as part of your Services, this schedule applies to you and the Services Verisure provides/will provide to you during the course of this Agreement.  
The Verisure Alarm Receiving Centre can optimise the verification procedure during an Incident using Beyond Sight™ where Beyond Sight™ forms part of your services package. Beyond Sight™ is a feature that uses advance analysis of Wi-Fi signals to support the detection of movement of a person in the monitored area even if it is not within the field of view of the image motion sensors. Beyond Sight™ is a supporting measure included in certain Verisure service packages and is never decisive for assessing alerts or notifying the emergency services. Signals through Beyond Sight™ are only available to the Verisure Alarm Receiving Centre after an alarm trigger and it is not visible to or useable by you.

**Suitability and functionality of Beyond Sight™**  
We cannot guarantee that Beyond Sight™ services will be compatible with your premises therefore, once installed, we will conduct tests to validate the Beyond Sight™ functionalities and confirm if they are available to you. You must allow us to conduct and complete this test.  
Once the test has been completed, if it is found that Beyond Sight™ is not available for your premise, we will notify you, deactivate the service, refund any charges that may have been paid by you in relation to Beyond Sight™ and remove Beyond Sight™ from the Services under this Agreement.  
If Beyond Sight™ is confirmed to be available for your premises, you will be charged the applicable monthly fee for the associated service as stated in the Agreement.  
Beyond Sight™ may not be able to cover all the areas of the premises. The functioning and accuracy of Beyond Sight™ depends on, amongst other things, the number of motion sensors in place, their position within the monitored area and specific features of the monitored area (e.g. wall thickness).

**Liability**  
Verisure is not liable for any damage or loss resulting from whether or not signals obtained through Beyond Sight™ are followed up, and/or whether or not signals obtained through Beyond Sight™ are communicated to you or third parties, including emergency services. Beyond Sight™ is a supporting measure and is never decisive for assessing alerts.

**Schedule 13: LOCKGUARD - terms and conditions**  
If your alarm System includes a Lockguard device, this schedule applies to you.  
The connected Lockguard may be installed subject to technical compatibility with the existing door and lock at your premises. For the Lockguard to function correctly on your door, calibration is required during the installation and after a battery change.

**Important battery replacement information**  
When required, you may replace the batteries by yourself with support from Verisure.  
For safety reasons:  
(i) only use batteries recommended/provided by Verisure for the Lockguard device;  
(ii) never mix batteries from different manufacturers or brands; and  
(iii) never mix new and used batteries in the same lock.

**Your responsibilities**  
You must keep your original lock cylinder (the one replaced by the connected Lockguard) in a safe place for an unlimited period. Verisure is under no obligation to remove the connected Lockguard (including its cylinder) at the end of this Agreement.  
If an automated locking feature is offered in the My Verisure App and you decide to activate it, please be advised that the connected Lockguard will be automatically locked at the end of the time pre-configured by you or as soon as the door on which the Lockguard is installed is closed, regardless of whether the alarm System is armed or not. Further, if you do not have a handle on your door and you are unlocking your door remotely, always ensure that there is someone you trust by the door, as the door may open by itself when unlocked due to, for example, weather conditions and this may result in you being unable to close the door again remotely.  
You acknowledge that Lockguard will not be able to detect and hence update the My Verisure App with the equivalent status if a physical key is used to unlock the door. To avoid this, use the My Verisure App (or Outdoor Pad if applicable) to control the alarm and Lockguard.

**5 Keys**  
The connected Lockguard is delivered with 5 keys enabling you to open the lock mechanically without having to use one of the digital means of locking or unlocking. Verisure recommends that you and all persons you authorise to unlock the connected Lockguard, always carry a mechanical key with them. An additional charge is payable should you require any additional keys. Verisure will not be held liable for any damage resulting from the opening of the Lockguard if you or other authorised users do not have a key.  
You will also be given a "property card" which is intended to enable the keys delivered with the connected Lockguard to be duplicated. You must keep the "property card" in a safe place. Verisure expressly informs you, and you acknowledge, that Verisure is unable to reproduce the keys associated with the connected Lockguard. The replacement or reproduction of a key is at your own expense.

**Insurance**  
You are responsible for checking the compatibility of the connected Lockguard and the external Outdoor Pad (as applicable) with any requirements of the insurance policy you have contracted for the premises being monitored. Verisure will not be held liable for any financial or other consequences you incur as a result of your insurance company's refusal of compensation or increase in insurance premium, or payment of an excess, etc., due to the Lockguard being unsuitable for the requirements of your insurance policy.

**Alarm Receiving Centre services**  
With regards to Verisure's Alarm Receiving Centre's unlocking service in the event of an emergency, you confirm that:  
(i) we may remotely unlock the door to the premises via the alarm System in accordance with the relevant service description in this schedule;  
(ii) it is your responsibility to ensure that the door is locked or secured after an Incident; and  
(iii) we will not be responsible for any loss or damage (including without limitation claims from third parties) or any other consequences resulting from us remotely unlocking the door in accordance with the relevant Service description.  
You expressly authorise Verisure's Alarm Receiving Centre to unlock the connected Lockguard for Registered Contacts, law enforcement and/or emergency services (fire brigade, ambulance, etc.) when they are alerted in the event of an Incident in order to facilitate their intervention. After their intervention, depending on the information communicated by Registered Contact, law enforcement and/or emergency services, Verisure's Alarm Receiving Centre will remotely lock the connected Lockguard whenever possible. You understand and accept that Verisure is not obliged to take these measures and shall do so where, in its reasonable opinion, it is necessary and possible.

**Schedule 14: CAMERA STREAMING - terms and conditions**  
Verisure may arrange for the attendance of an emergency locksmith where you are unable to access your premises due to you being unable to open the Lockguard. You acknowledge and agree that:  
(a) if you are unable to open the Lockguard by any means, through no fault of your own, due to a fault in the Lockguard where the My Verisure App is unavailable and our customer support team are unable to assist you, Verisure will organise the attendance of an emergency locksmith at a reasonable time and cover the cost of the attendance.  
(b) if you are unable to access your premises due to reasons unrelated to Verisure (for example, forgetting your keys, not having the My Verisure App, as a result of an incident), you may contact a locksmith yourself or choose to instruct Verisure to arrange for the assistance of an emergency locksmith. If you choose to instruct Verisure to provide this service, an additional charge of €150 is payable together with the costs of any emergency lock supplied and the replacement of the Lockguard.

**Responsible use of the service**  
In relation to the monitoring of individuals, you agree to use the service responsibly and in accordance with applicable law. 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, and may apply to, for example, listening in to private conversations, more generally in relation to the processing of personal data and respecting the private lives of individuals.  
You acknowledge and agree that:  
• it is your sole responsibility to comply with applicable laws;  
• Verisure is not liable for your use of data to which you have access to and/or your non-compliance with legal obligations, including with regards to the consent or provision of information to third parties;  
• you are responsible for the recording, storage and use of Image Data; and  
• 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 Camera Streaming service;  
• any loss of, or theft of, any mobile device used to control or access images/sounds/videos of the premises; and  
• if someone other than an authorised person gains access to services;  
• as soon as possible.

**Access by the Alarm Receiving Centre**  
This feature is also accessible to Verisure's Alarm Receiving Centre but only in limited circumstances where Verisure requires visuals of the premises in order to respond to a Security Alert generated by the System. In these circumstances, Verisure's Alarm Receiving Centre will access the visuals generated by Camera Streaming enabling us to gain the information required to verify whether a Security Alert is the result of a real incident.

**Required internet connectivity**  
The functioning of this feature is dependent on the quality of the internet connectivity provided by your internet service provider and therefore there may be occasions where access to footage is limited. Where you are unable to access streaming due to your internet connectivity, this does not amount to a fault in the Services and therefore we will not be obliged to attend the premise to provide any call-out services to address the issue. In these circumstances you are advised to contact your internet service provider for assistance.