



eir Mobile Security Terms and Conditions

1. The eir Mobile Security service (“Service”) is offered by eircom Limited (“eir mobile”) to its new and existing customers (“you”) subscribing to any of eir’s mobile bill pay service plans. The following terms and conditions of the Service (“eir Mobile Security Terms and Conditions”) relate to the use of the Service and are in addition to the terms and conditions of the eir Mobile General Terms, eir Mobile Billpay Terms, eir Mobile’s Acceptable Usage Policy (“AUP”), all of which are available at eir terms and conditions. All of these terms and conditions combined constitute a legally binding agreement between eir Mobile and you.
2. **Fee**
 - 2.1. The Service will be subject to a monthly fee of €1.99 per each mobile subscription (“Monthly Fee”). The Monthly Fee will be charged to your usual monthly eir bill. You can opt out from the Service at any time, using the process set out below in the Termination section at clause 7. Any fees payable by you for your use of the Service are payable in accordance with your eir contract.
 - 2.2. All rates and charges quoted above are inclusive of VAT.
 - 2.3. The Service will be activated on the date that you subscribe to the Service and accept these eir Mobile Security Terms and Conditions.
 - 2.4. Any recurring charges (such as Monthly Fee) will be charged in arrears.
 - 2.5. The Service is charged in full for the month. For the avoidance of doubt, the addition of the Service during the month, will have the Monthly Fee for that initial month invoiced in full at the beginning of the following month.
3. **The Service**
 - 3.1. The Service is available with a month-to-month rolling agreement that recurs automatically every calendar month.
 - 3.2. The Service is a mobile security application that protects mobile users of both Android and iOS devices, from online attacks, viruses, spyware and all potential sources of threats and data misuse.



3.3. The Service carries the following features:

3.3.2. Malicious App Protection

Protects your Android device from both known and unknown malicious apps and updates. Protects your iOS device from apps not from the App Store.

3.3.3. OS Protection

Detects suspicious device behaviour and alerts you if someone has gained control over your operating system.

3.3.4. Advance Phishing Protection

Blocks phishing attacks both from known and unknown phishing-sites and apps.

3.3.5. Safe Browsing

Protects against malicious websites on all browsers, so you can surf safely.

3.3.6. Anti Bot

Blocks bots from communicating with your device and sending data to outside command and control servers, keeping your data safe from being accessed by hackers.

3.3.7. USB and Bluetooth protection

Protects against malicious apps when you are connected to USB & Bluetooth.

3.3.8. Privacy Guard

Views apps' permissions and controls which apps can see and access your device camera, microphone, location, contacts, and other personal data.

3.3.9. WiFi Network Security

Protects your data from being caught in Man-in-the-Middle attacks when connected to WiFi, so your data remains safe from prying eyes.

3.3.10. Content Filtering

Actively filters all URLs according to your specified definitions, protecting your from inappropriate content.

3.3.11. Security Incident Report

Notifies you of any on-device security incidents based on your pre-defined customization/pre- specified definitions.

4. Activating and installing the Service

4.1. You may request to add this Service to your eir account via eir retail stores or via eir



customer care by calling 1901.

- 4.2. The installation is carried out by downloading the eir Mobile Security app (“App”) through the link which shall be provided in the welcome email that you will receive after you request the Service.
- 4.3. The delivery of the Service is made by activating the App. The activation of the App is dependent on you downloading the App from either the Android play store or the Apple iOS store after receiving the SMS with the link to the App. The SMS may take up to 24 hours from your request to add the Service.
- 4.4. The App can only be activated on one device at a time.
- 4.5. If you change your phone, you will not be unsubscribed from the Service. Simply install the App on your new device and follow the steps above at clause 4.2 & 4.3. Once done, the Service will be activated on the new device and deactivated from the old device within 24 hours. This also applies if you uninstall the App in error.

5. **The App**

- 5.1. The Service is provided by eir Mobile in conjunction with Check Point (the “Manufacturer”). The copyright of the App belongs to the Manufacturer. You must accept the Manufacturer’s terms of use for the installation of the App, as well as accept the privacy policy of the Manufacturer which is visible once you open the App for the first time (see clause 6 below for further details).
- 5.2. eir Mobile does not warrant the correctness, accuracy, reliability, or other relevant property of the App and eir Mobile does not provide any warranty as to its marketability , suitability for the specific purpose and use, or to the security against third party attacks or force majeure events of the Service.
- 5.3. eir Mobile shall assume no responsibility for the App and/or for any malfunction, faults, viruses, reduced performance, discontinuation or any form of degradation of the Service. Eir Mobile is not responsible or liable for any incompatibility of the App with any hardware and/or software on your mobile phone. Eir Mobile shall not assume any responsibility for acts or omissions of third parties and other causes which are beyond its control. Eir Mobile is not liable for any loss, damage or defects caused to you by the installation and use of the Service. Nothing in these eir Mobile Security Terms and Conditions limits eir Mobile’s liability for death or personal injury caused by eir Mobile’s negligence, fraud or fraudulent misrepresentation or for any matter that we cannot exclude or limit as a matter of law.



5.4. The relevant end-user licence agreement that you must accept to use the Service through the App is available on the [Manufacturer's website](#).

6. **Your Personal Information**

6.1. In order to activate the App and for your device to be protected, monitoring of your internet traffic through the App is required when you are navigating through the mobile network or via WiFi network. You hereby declare that you have been informed and consent to the specific processing of your traffic data, which is absolutely necessary for the provision of the Service and only for the specific purpose in accordance with the privacy policy of the Manufacturer as available on the [Manufacturer's website](#).

7. **Termination**

7.1. The Service is offered on a month-to-month basis and no penalties are applicable for early termination. Hence for the avoidance of doubt, you may terminate the Service at any point in time by contacting eir Customer Care. If at the time of termination you have not already been billed for the Monthly Fee for that period it will be charged in full on your next eir bill.

7.2. The Service is offered in conjunction with eligible eir Mobile bill pay plans. Should you terminate your eir Mobile bill pay plan with which the Service is being offered in conjunction with, then the Service will also be terminated.

8. **Restrictions**

8.1. eir Mobile may suspend or stop providing the Service to you if you do not comply with our terms or the terms of the Manufacturer, including if you fail to pay the relevant fees (as detailed above) for your use of this Service.

8.2. You must comply with the terms of use of the Manufacturer including the end user licence agreement referenced at clause 5. You may not use the Service:

8.2.1. as a means to monitor the activities of someone without their express consent and authorisation or use the Service to harvest personal information about others for any reason;

8.2.2. in a way that is unlawful, invasive of another's privacy, or inappropriate, or damage eir's reputation or that of a third party;

8.2.3. to victimise, harass, degrade, threaten or intimidate an individual or group of individuals for any reason;



8.2.4. in way that allows you to circumvent or disable features or technology used in the Service;

8.2.5. to decipher, reverse translate, decompile, disassemble or otherwise reverse engineer or attempt to reconstruct or discover any source code or underlying ideas or algorithms or file formats or programming or interoperability interfaces of the Service by any means whatsoever;

8.2.6. to engage in any activity, outside of what is permitted by the Service, that otherwise interferes with the use and enjoyment of the Service by others; or

8.2.7. to violate the rights (including intellectual property and other proprietary rights) of eir, the Manufacturer or any other persons or entities.

9. **No transfer of the Service**

9.1. You may not rent, lease, license, transfer, loan or assign your rights to the Service and the App to another person. If you use the Service on a device and you transfer ownership of that device to someone else, then please de-register the Service on your device before you pass the device to someone else.

10. **Changing these terms or the Service**

10.1. We may change these eir Mobile Security Terms and Conditions and change, suspend or discontinue the Service and the App at any time. We may change, update or upgrade the Service and the App in order to ensure we can comply with new legal or technological developments, and to protect against new or emerging security issues. If the changes affect you, we will give you a minimum of 30 days' notice. If we reasonably believe a change will not disadvantage you we may include it without notice. By continuing to use the Service after that time, you are expressing and acknowledging your acceptance of the changes.

10.2. You can opt-out of the Service at any time in accordance with the "Termination" section above.

11. **Customer Contact**

11.1. If you have any questions concerning these terms or regarding the Service, or you would like to contact us for any other reason, please visit [eir Customer Care](#).

12. **Cooling Off**

12.1. You may cancel online, telephone and door to door sales orders in accordance with the eir's Cooling Off Period policy available at [eir terms and conditions](#) following receipt of



your goods, or in the case of services, from the date your service was installed.

13. **General**

13.1. This is the entire agreement between you and eir Mobile for the Service.

13.2. This agreement is governed under Irish law. Any disputes can be dealt with in accordance with the eir Mobile General Terms.