

**Terms & Conditions T&C-V102**  
**Terms & Conditions for e-Care Link Service**

The following terms and conditions are supplemental to the Sales and Services Agreement and the Company's terms and conditions for Mobile Telephone Service (please refer to T&C 01 published at [www.smartone.com](http://www.smartone.com)).

**1) Your Acceptance**

1.1 This is an agreement between SmarTone Mobile Communications Limited ("SmarTone" or "the Company") and you ("you" or the "customer"), a user of e-Care Link Service ("the Service"). BY USING THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THESE TERMS AND CONDITIONS. If you do not agree to any of these terms and conditions, you may not use the Service.

**2) Service**

2.1 e-Care Link Service is a service for seeking help from Senior Citizen Home Safety Association ("SCHSA") through a smartphone application. For service details, please visit: <https://www.schsa.org.hk/>

2.2 The Customer shall use the Service for the period specified in the Sales and Services Agreement ("Term"). The Term shall start from the service effective date.

2.3

Service Plan	Monthly Fee	Smart Octopus Bluetooth Remote	Term	Liquidated damages (HK\$)
e-Care Link Service	\$168	Free	12 months	HK\$168 x remaining contract period of the Term

2.4 The Customer shall pay the Company liquidated damages specified in Clause 2.3 upon the occurrence of any of the following events before the expiry of the Term:

- 2.4.1 if the Customer terminates the Service; or
- 2.4.2 if the Customer changes the mobile telephone number or the registered name for the mobile telephone number; or
- 2.4.3 if the mobile telephone service is terminated or disconnected for whatever reason; or
- 2.4.4 if at the request of the Customer or for whatever reason caused by the Customer, the mobile telephone services cannot be activated within 90 days from the date of the Sales and Services Agreement.

2.5 The Service Plan is charged on a monthly basis. The monthly charges are non-refundable under any circumstances.

2.6 Unless otherwise specified by the Customer, the Service will continue to be provided to the Customer after the expiry of the Term and the service fee may increase in line with current contract pricing at the time of Term expiry.

2.7 In addition to service fees, download and use of the Service will incur data charge. Local data will be charged at or deducted from the Customer's subscribed price plan, whichever is applicable. Standard roaming data charges will apply while using the Service abroad. If the Customer has applied for a Roaming Data Pack, data will be deducted from the plan. Please visit [smartone.com/roamingdatapack](http://smartone.com/roamingdatapack) for details.

2.8 The Service does not include voice minutes (local Hong Kong), Roaming / IDD charges or any data usage entitlement. The Customer or the User should activate voice call and data connection (GPS, data and other relevant features) on his/her phone for the use of the Service. The Customer is responsible for all charges for such voice and data usage whether in Hong Kong or outside Hong Kong.

2.9 This Service can only be used on designated smartphones running Android™ 4.0 or above. For Android™ smartphone which does not support Google Play services, this Service will not be applicable on the smartphone. For the full list of supported devices, please visit: <https://www.schsa.org.hk/>.

2.10 Usage rules established by the Company relating to the Service may be controlled and modified by the Company for compliance purpose and the Company reserves the right to enforce such usage rules without notice to you.

- 2.11 The Company makes no guarantee that:
  - 2.11.1 The Service will meet the Customer's requirements;
  - 2.11.2 The Service will be uninterrupted, timely, secure or error-free;
  - 2.11.3 The results that may be obtained from the use of the Service will be accurate or reliable; or
  - 2.11.4 The quality of any services, information or other material obtained by the Customer through the Services will meet his/her expectation.
- 2.12 The Service can only be used on smartphones specified by the Company. Any actions on jailbroken or rooted devices are taken at your own risk.
- 2.13 The Company assumes no responsibility for the timeliness, deletion, mis-delivery or failure to store any user communications or personalisation settings or for any damage to the Customer's device or loss of data that results from using the Service, including without limitation, the download of any materials, data or information. The Customer expressly relieves SmarTone from any and all liabilities arising from the access or use of any part of the Service.
- 2.14 All contents under the Service are provided by SCHSA, and SmarTone is not responsible or liable for their quality, nature, accuracy or usefulness of the contents.
- 2.15 The content and categories of content available in the Service and the charges of the Service are subject to change at any time without prior notice.
- 2.16 The Company may (i) deactivate or suspend the Service or any part thereof, with or without notice to you, to carry out system, maintenance, upgrading, testing and/or repairs; (ii) limit or suspend your access to any of the Service with or without notice to you if the Company is of the opinion that such action is appropriate as a result of your use of the Service; (iii) take or omit to take any steps, with or without notice to you, if for any reason the Company deems it relevant to the management or the operation of the Service and the Company's business, that may expand, reduce, modify, suspend, limit, make inaccessible or adversely affect the Service or any part thereof.
- 2.17 The Company may, upon discovery of suspected fraudulent, deceptive, unlawful or improper use of the Service by users, suspend users' access to any or all of the Service temporarily or permanently.
- 2.18 Users agree to be bound by the Terms of Use from SCHSA, which agreement can be found at <https://www.schsa.org.hk/> (Chinese only).
- 2.19 SmarTone is the authorized agent of SCHSA for billing and collection of the charges of the Service from the Customer during the subscription period.
- 2.20 The Company reserves the right to revise the terms and conditions of the Service at any time, without prior notice.

### **3) Intellectual Property rights**

- 3.1 The design of the Service along with any service features ("Applications") and the trademarks, service marks and logos contained therein ("Marks") are owned by the Company and is protected by applicable intellectual property laws including but not limited to copyright. Except to the extent permitted by law, you shall not use such Applications and/or Marks in any way whatsoever except for use of the Service. You shall not modify, rent, lease, loan, sell, distribute or create derivative works based on the Applications in any manner.

### **4) Privacy Policy**

- 4.1 Your privacy is important to the Company. The Company has developed a Privacy Policy that covers how it collects, uses, discloses, transfers and stores your information. Please visit [smartone.com/privacypolicyen](http://smartone.com/privacypolicyen) for full details of the Company's Privacy Policy.
- 4.2 The Customer agrees and gives consent to the Company to provide information in relation to your mobile service to SCHSA as required in order to provide the Service. The customer information provided to SCHSA includes:
  - 4.2.1 The name, address, contact number and type of handset contained in the application;
  - 4.2.2 Any mobile service activation, suspension, termination or reactivation;
  - 4.2.3 New mobile number(s) assigned in the event of any change of the mobile number.

The arrangement to disclose the customer's information as specified above will cease immediately if your mobile service and/or the Service is terminated for any reason.

- 4.3 The Company will do its best to keep your privacy safe, but you are advised to protect your personal information carefully.

## **5) Applicable Laws**

- 5.1 You shall comply with the laws of Hong Kong Special Administrative Region that apply to your use of the Service.
- 5.2 You expressly agree to the exclusive jurisdiction for any claim or dispute with the Company or relating in any way to the use of the Service resides in the courts of Hong Kong Special Administrative Region.

## **6) Limitation of Liability**

- 6.1 The Company shall under no circumstances be liable whether in contract, tort, statute or otherwise (including but not limited to negligence, breach of contract and defamation) for any special, direct, indirect or consequential loss or damage (including but not limited to loss of revenue, loss of data or goodwill) which is suffered, sustained or incurred by you, or any person (directly or indirectly) arising from or relating to the Service.

## **7) Advertising**

- 7.1 You acknowledge and agree that the Service includes advertisements.
- 7.2 The Company is not a party to and is not otherwise involved in any manner in any correspondence or business dealings with, or participation in promotion of, advertisers found on or through the Service, including payment and delivery of goods or services and any other terms, conditions, warranties or representations associated with such dealings which are solely between the Customer and such advertiser. The Customer agrees that the Company shall not be responsible or liable for any loss or damage whatsoever incurred as a result of any such dealings or as the result of the presence of such advertisers on the Service.
- 7.3 The Company does not represent or endorse the accuracy or reliability of any information, advertisements or contents contained on, distributed through, or linked, downloaded or accessed from the Service. The Company cannot and does not guarantee the quality or reliability of any products or information purchased or obtained by you as a result of an advertisement or any other information displayed in the Service. By using the Service, you expressly acknowledge and agree that the Company shall not be responsible for any damages, claims or other liability arising from or related to such advertisements or information displayed in the Service.
- 7.4 The Company may provide advertisers with reports on how their advertisements performed on the Service, but the Company only provides the data to them after the Company has removed your name or any other personally identifying information from it, or has combined it with other people's data in a way that it is no longer associated with you.

- 8) The Company reserves the right to revise the terms and conditions of the Service at any time. If any dispute arises, the Company's decision shall be final.**