



# EE CYBER SECURITY FOR MOBILE & BROADBAND

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Version 1

Date: October 2023

## Identity Health Check

1. Available to all consumer pay monthly phone, and broadband customers on an Essentials, All Rounder, Full Works and Busiest Home bundle plan. You can check one email address once every 12 months. We do not search for all personal information on all dark web sites, and we may not find all your exposed personal information with this search. The check may find personal data associated with websites you've registered at, or where data has been submitted. NortonLifeLock will be a data controller for the data you provide as per NortonLifeLock Global Privacy Statement. NortonLifeLock will then pass your data to EE who will then become the data controller as per EE's Privacy Notice. Please enter only your email. If you're checking on behalf of someone else, make sure you have their consent before checking.

## Mobile or Broadband Add-On

2. Cyber Security the "**EE Cyber Security Add-on**" powered by Norton™ includes the Cyber Security Duo (covers 2 devices) or Cyber Security Multi (covers 15 devices) products. They provide you with access to a range of security features including Dark Web Monitoring<sup>1</sup>, Device Security, Social Media Monitoring<sup>2</sup>, SMS Security<sup>3</sup>, Report Card and Norton™ Password Manager (the "**services**"), for a monthly charge.
3. The **EE Cyber Security Add-on** is available as a chargeable add-on to new and existing consumer customers on a pay monthly handset, SIM only, laptop, tablet or who have Essentials, All Rounder or Busiest Home Bundle broadband plans. It is included with the Full Works broadband plan. Broadband customers can take the Cyber Security Multi product only. You must agree to the Norton Licence & Services Agreement (the "**Norton LSA**") as the **EE Cyber Security Add-on** is powered by software owned by Norton™. The **Norton LSA** is available here [License & Services Agreement \(nortonlifelock.com\)](https://www.nortonlifelock.com/licenseservices) By activating, downloading, and using the **EE Cyber Security Add-on** you acknowledge that you have read, understood, and agreed to the **Norton LSA**.
4. The **services** are only available to customers using a compatible device/ devices. Please see Cyber Security Help | EE for a list of compatible devices supported. The list of compatible devices is subject to change.
5. The **EE Cyber Security Add-on** is made available on a 30-day rolling contract. We'll apply the charge for your **EE Cyber Security Add-on** to your account each month until you ask us to remove it. You can cancel the **EE Cyber Security Add-on** at any time, but it may take up to 48 hours to be removed from your account. As soon as the **EE Cyber Security Add-on** is removed from your account, your access to the **EE Cyber Security Add-on** will cease, which means the **services** will stop working and you are no longer protected. If you add or remove the **EE Cyber Security Add-on** part way through a billing period, the charge will be pro-rated.
6. One **EE Cyber Security Add-on** per EE ID.
7. The **EE Cyber Security Add-on** is available via our mobile and broadband products. If you have both a mobile and broadband product from us you will only be able to have one active Add-on, even where the Add-on is included. If you have the **EE Cyber Security Add-on** via a mobile product and take a Full Works broadband product from us, your mobile product will need to be cancelled before activating the broadband version.

8. This agreement will start when we have accepted your order. We will send you a link via text and you will need to activate the service. Once activated you will be able to download or install the software onto compatible devices. The charge for the **EE Cyber Security Add-on** will start as soon as we accept your request. We therefore advise you to complete the activation process immediately.
9. For customers who have the chargeable **EE Cyber Security Add-on** it is provided to you as an Additional Service. As an Additional Service it does not form part of your Price Plan with us. We'll refer to it as Cyber Security Duo or Cyber Security Multi in MyEE, on your bill, online and when you call or text customer services. Before requesting this Additional Service, you must acknowledge and understand that any change to the cost of, or content included does not entitle you to cancel your Agreement with us for mobile network services.
10. When entering into a contract for digital content you're entitled to a 14-day cooling off period, except where you enter into a contract in store. Once you've entered into a contract for these Additional Services, you'll have 14 days to tell us you've changed your mind. However, once you've accessed the **EE Cyber Security Add-on** (e.g. by activating and downloading) we'll assume that you've decided to waive this right to change your mind and you'll lose your right to cancel, except in accordance with the cancellation process described above.
11. We may suspend access to or terminate your contract for the Additional Services if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit here to read the latest version of our terms and conditions) and the **Norton LSA** ( available here [License & Services Agreement \(nortonlifelock.com\)](https://www.ee.co.uk/terms-and-conditions/norton-lsa))
12. Although we attempt to provide you with the best possible service, we cannot guarantee that the service will never be faulty. However, we will correct all reported faults as soon as we reasonably can.
13. If there is a fault with the service, you should contact us. Details of how to contact us can be found at [Cyber security \(ee.co.uk\)](https://www.ee.co.uk/cyber-security)
14. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance.
15. Use of the software is at your own risk and in accordance with the **Norton LSA**. As set out in the **Norton LSA**, Norton will be the Controller of any personal data processed when you use the software. Use of the software is subject to any applicable laws. We have no responsibility for any goods, services, information, software, or other materials you obtain when using the software.
16. We will share information about you with Norton and vice versa. This will happen in circumstances that relate to the administration of your Subscription and to prevent and detect fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [http://ee.co.uk/privacy-policy](https://ee.co.uk/privacy-policy).

- 17. If you share your licences with a non-EE end user we are not obliged to provide any support to them and have no responsibility for any goods, services, information, software, or other materials they obtain when using the software.
- 18. We may occasionally change, upgrade and/or make improvements to your service. If we do this we will give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place.
- 19. The **EE Cyber Security Add-on** is for personal and non-commercial use only

Monitoring we provide by social media provider:

	Facebook™	Instagram™	LinkedIn®	Snapchat	TikTok	Twitter™	YouTube Channel®
Account Takeover Protection	✓	✓	✓	✓	✓	✓	✓
Scam / Phishing					✓	✓	✓
Malware					✓	✓	✓
Monitor Inappropriate Content					✓	✓	✓

Note: Facebook, Instagram Snapchat and LinkedIn do not provide API access to user posts so only Account Takeover alerts for profile setting changes are monitored.

<sup>1</sup>Dark Web Monitoring is not available in all countries outside of the UK. Monitored information varies based on country of residence. We do not search for all personal information on all dark web sites, and we may not find all your exposed personal information with this search.

Information Monitored by Norton - 10 gamer tags, 5 email addresses, 5 phone numbers, 5 insurance or identification numbers, 10 credit card numbers, 5 physical addresses, 10 bank or investment account numbers, driver's license number and mother's maiden name.

<sup>2</sup>Social Media Monitoring is only available on Facebook, Instagram, LinkedIn, Snapchat, TikTok, Twitter, and YouTube. On Facebook, Instagram, Snapchat and LinkedIn only account takeover feature is available. Does not include monitoring of chats or direct messages. May not identify cyberbullying, explicit, or illegal content or hate speech. You can link one account per social media type (Facebook, Instagram, Snapchat, TikTok, Twitter, LinkedIn and YouTube)

<sup>3</sup>iMessages not supported.

