



SCAM GUARD

Terms and Conditions

Version 1

Date: 3 July 2023

1. The **Scam Guard Add-on (“Scam Guard”)** is available as a chargeable add-on to new and existing consumer customers on a pay monthly mobile or SIM plan.
2. **Scam Guard** provides call labelling, detecting and alerting you to potential spam and fraud calls (“**call labelling**”) and access for the main account holder to **Dark Web Monitoring** (together, the “**services**”), for a monthly charge. Additional lines taking **Scam Guard** are eligible for **call labelling** only.
3. In addition, the main account holder taking **Scam Guard** is eligible to take the EE Cyber Security Add-on “Cyber Security Duo” (which covers 2 devices) free for three months. Separate terms and conditions apply for the EE Cyber Security Add-on. You must register separately for the EE Cyber Security Add-on within 12 months of taking **Scam Guard**. After the free period it will automatically roll on to a chargeable add-on unless you cancel. The EE Cyber Security Add-on is on a 30-day rolling contract and you can cancel at any time. Existing Cyber Security Duo customers will get a 100% discount on their monthly charge for three months. Separate terms and conditions apply to EE Cyber Security.
4. You must agree to the Norton Licence & Services Agreement (the “**Norton LSA**”) as the Dark Web Monitoring service is powered by software owned by Norton™. The **Norton LSA** is available here [License & Services Agreement \(nortonlifelock.com\)](https://www.nortonlifelock.com). By activating and using the Dark Web Monitoring service you acknowledge that you have read, understood, and agreed to the **Norton LSA**.
5. **Scam Guard** includes call labelling fully integrated into EE’s network. Call data is captured in real-time. Some Samsung and Google Pixel devices include call labelling as a device feature.
6. **Scam Guard** is made available on a 30-day rolling contract. We’ll apply the charge your account each month until you ask us to remove it. You can cancel **Scam Guard** at any time, but it may take up to 48 hours to be removed from your account. As soon as **Scam Guard** is removed from your account, the **services** will stop working and you will not be alerted to potential spam and fraud calls and You will also no longer benefit from the Dark Web Monitoring service. If you remove **Scam Guard** by texting STOP SCAMGUARD to 150, it will be removed immediately and if you are part way through a billing period, the charge will be pro-rated. If you remove it online or via Customer Service, it will be removed from your next bill.
7. This agreement will start when we have accepted your order. We will send you a link via text and the account holder will need to activate the **Dark Web Monitoring** service. The charge for **Scam Guard** will start as soon as we accept your request. We therefore advise you to complete activation of the **Dark Web Monitoring** service immediately.
8. **Scam Guard** 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 **Scam Guard** in the EE App, 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.
9. 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 **Scam Guard** (e.g. by activating the Dark Web Monitoring service) 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.

10. 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** in relation to Dark Web Monitoring (available here [License & Services Agreement \(nortonlifelock.com\)](#))
11. 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.
12. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance.
13. 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.
14. **Scam Guard** is for personal and non-commercial use only

Dark Web Monitoring (for account holders only)

15. Use of the **Dark Web Monitoring** service 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 **Dark Web Monitoring** service. Use of the **Dark Web Monitoring** service 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. Norton do not search for all personal information on all dark web sites, and may not find all your exposed personal information with this search. Dark Web Monitoring is not available in all countries outside of the UK. Monitored information varies based on country of residence. 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.
17. 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, mother's maiden name and 4 passport numbers.
18. 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>.
19. If as part of the **Dark Web Monitoring** service you share the data of 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 as a result of the service. If you're checking on behalf of someone else, make sure you have their consent before checking.

