

Safehome service Terms of Use

The Safehome service Terms of Use is an addition to the Terms and Conditions agreement and should not be considered separately.

Prerequisites for delivery of the Safehome service

The agreement presupposes that the Customer has a Futurehome Smarthub and Smoke Detector (s) approved by Futurehome for use in Services provided by Futurehome and that the units have been installed according to the guidelines installation.

Use of the Service, including the Safehome service, requires that the Customer has an active subscription. Furthermore, the customer must have downloaded the App and completed the registration process. The Customer must have approved the system accesses to send the push notification. The Customer and User must also have internet access to receive notification from the App on the App's device.

The Futurehome Smarthub must have internet access to operate thoroughly. According to the product guidelines, the Futurehome Smarthub and Smoke Detector (s) must have a proper power supply connection.

Start-up of the Safehome service

The service is considered delivered (and the payment obligation begins to run) when the Customer has bought the subscription in the Futurehome Webshop.

The above applies except where otherwise specified on the product or in the promotion. In connection with specific promotions, subscriptions will be activated upon purchase or on selected dates.

The scope and content of the Safehome service

Safe alarm monitoring

The service includes connection to the Alarm Station, which provides 24-hour monitoring from a certified Alarm Station.

Upon receiving an alarm signal to the Alarm Station, the Alarm Station follows a general alarm instruction, described in more detail in the next section.

Services in the event of an alarm signal received

When an alarm is received at the Alarm Station, the Customer will receive a "Push message" on his mobile device to notify him of an incident. The Alarm Station will call the Customer to confirm that the alarm situation occurred. The Customer can cancel further assistance. If the alarm is triggered by mistake, the customer is obliged to cancel further assistance when the Alarm Station calls.

If the alarm station does not immediately receive the correct shutdown of the alarm, the Alarm Station will always call a registered contact person (s).

If the Alarm Station does not make contact or has received the proper shutdown, the Alarm Station will follow the instructions in force at any time. If the registered home is located within a geographical area with fire department coverage, the fire brigade will be sent to the customer. In the event of misuse, Futurehome may invoice the customer for a fire department call.

The customer's duties

The customer is obliged that the other contact information (such as name, telephone number, e-mail address and address to which the alarm transmission service is linked) is registered with Futurehome and is correct and updated at all times.

The customer is obliged to test the alarm transmission regularly by using the alarm test in the application.

The customer will also see in the App whether the Smarthub and connected detectors are "offline" or "online". If the Customer is unsure of the connection to the Alarm Station, the Customer can follow the description as mentioned above to test the transmission.

If the Safehome is to be moved to another Delivery Address, the customer must contact Futurehome as soon as possible.

Amendment of the agreement

Futurehome may make changes to the terms including prices. Futurehome shall notify in an appropriate manner and no later than 1 month before the change takes effect. In the event of a change, the Customer who does not have an agreement with a remaining lock-in period can terminate the agreement free of charge from the time the change takes effect. If the Customer has an agreement with a lock-in period, any price changes will not take effect until the lock-in period has expired. Notification can be made by contacting the electronic address provided by the Customer in connection with the establishment of the customer relationship through push notification in the App or endorsement on the invoice.

Liability and compensation

Although the alarm transmission service aims to improve the safety of the customer's home, the Service does not imply any warranty from Futurehome against adverse events such as destroy of any goods in case of fire. Futurehome assumes no general liability for losses incurred by the Customer in the event of such adverse events.

Futurehome is not responsible for covering the Customer's financial loss even if this is directly due to lack of notification of incidents from the Alarm Station via push notification, telephone call from the Alarm Station and which is not due to faults on the device where the App is installed.

Futurehome can also not be held responsible for failure to notify or express if this is due to faults in such physical components or faults in the system / platform and communication between the units.

Futurehome is not liable for consequential damages or indirect losses, including operating losses or losses due to damages that the Customer can secure coverage for by taking out non-life insurance with an insurance company. Futurehome's liability for loss or damage is further limited so that the Service from Futurehome does not make the customer's own insurance coverage superfluous, and the customer is recommended to take out insurance against fire, vandalism, water damage, theft and the like.

Duration, termination and cancelation

The agreement runs from activation of the Service until termination or cancelation. The Customer may terminate the Service with a written notice period of 1 month after the end of any lock-in period. The notice period is calculated from the first day of the month after the notice is submitted.

The customer must be of legal age / present power of attorney rights to enter into a subscription agreement with a lock-in period. Products with an associated subscription and / or binding are excluded from open purchase.

When choosing a fixed agreement period, the lock-in period is 12 months, unless otherwise stated about the duration of the lock-in period. If the Customer chooses to continue the contractual relationship after the fixed contract period is over, the subscription will continue without a fixed contract period. The subscription can then possibly be changed to another subscription in accordance with the price lists in force at any given time. Futurehome may terminate the Agreement if there is a valid reason. If any of the parties materially breaches its obligations under the Agreement and such breach is not remedied within a reasonable time, the other party may immediately terminate the agreement, at the expiration of such a reasonable time. Significant defaults include:

1. **Default of more than 14 days**
2. **Violation of clause on intellectual property rights**

Breach fee in the event of termination within a fixed agreement period (lock-in period)

In connection with certain campaigns, Futurehome will operate with a lock-in period for subscriptions, i.e. a fixed agreement period. For customers who may want out of the agreement they have with us before the agreement period expires, we operate with a so-called breach fee in line with guidelines from the Consumer Ombudsman.

The breach fee corresponds to the financial benefit we give you by entering into an Agreement with a fixed agreement period. The size of the breach fee depends on how long you as a customer have been a subscriber during the agreement period. For a fixed agreement period of 12 months, the fee is adjusted down by 1/12 each month, so that the fee will be lower the longer you stay in the Agreement. For example, If you save NOK 1,200 by committing, the breach fee also starts at NOK 1,200 - and is then adjusted down by 1/12 for each month.

If the agreement also includes the purchase of equipment that is repaid over the agreement period, the remaining part of the repayment on the equipment will be added to the breach fee.

If you receive an equipment start-up package at a reduced price by entering into an Agreement with a fixed agreement period, the ratio between the regular price for the equipment and the price you paid for the equipment package at the conclusion of the agreement will be paid down in a proportionate, equal amount each month. After 12 months, you are considered to have paid off the equipment package. The monthly amount you pay then corresponds to a monthly repayment of the equipment package, in addition to a subscription cost. If you leave the Agreement before the end of the agreement period, you will be charged a breach fee corresponding to the part of the equipment package you have not repaid at the time you leave the Agreement, seen in connection with the proportional savings you get by paying a lower monthly subscription cost. the terms of the agreement.

Intellectual property rights

All rights to the Futurehome App, software documentation, modifications, alterations, adaptations, translations, works or other intellectual property rights in the Software, the design of the Futurehome App or the Software Documentation are owned or licensed by Futurehome or its subcontractors. The customer is granted a personal non-exclusive, non-transferable license to use these rights as part of their use of the Futurehome app and Futurehome's services. The license is conditional on the customer not:

- 1. Copies, publishes, rents or otherwise makes the content of the Futurehome app or the Futurehome app software documentation available to the public, or contributes to it;**
- 2. Modifies, removes, derives or in other ways bypasses or manipulates security functions, encryptions etc.**

Violation of the above constitutes a material breach and entails that Futurehome may immediately terminate this agreement.

Violation of the above may also result in liability for damages and penalties.

12. Assignment

Futurehome may, by transferring all or part of its business, transfer the agreement to the acquirer of the business.

13. Right of withdrawal for consumers

Consumers who purchase the Service by distance selling, including telephone sales or online shopping or outside a permanent business premises, may withdraw from the agreement without giving any reason within 14 days after Futurehome has fulfilled its duty to provide information under the Right of Withdrawal Act.

If the customer wishes to exercise the right of withdrawal, this can be done by contacting Futurehome within 14 days of entering into an agreement.

When ordering, the Customer can accept that the Service begins to be delivered before the cancellation deadline expires. In such cases, the Buyer is obliged to pay for the use of the

Service and any fees in connection with the establishment of the Service until the right of withdrawal was exercised.

14. Privacy

When establishing the customer relationship with Futurehome and the Customer's use of the Service, Futurehome processes personal information. What personal information we collect and for what purposes is described in our privacy statement which the Customer and User had access to when downloading the Futurheome app and which the Customer and User find at any time at www.futurhome.io.

When registering in the App, the Customer will also see which consents the Customer must give in order to gain access to the Service.

15. Choice of law and dispute resolution

The terms of the Agreement are subject to Norwegian law.

Disputes between the Customer and the Supplier shall in principle be resolved amicably. If no agreement is reached, each of the parties may bring an action before ordinary Norwegian courts in accordance with the provisions of the Disputes Act.

If you are a consumer, you can also complain to the Consumer Council.

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Safehome service Privacy Policy

The Safehome service Privacy Policy is an addition to the Privacy Policy agreement and should not be considered separately.

Privacy Statement

The Futurehome service is provided by Safe4 Security Group AS, called a data processor. Futurehome AS is responsible for the processing of your personal data.

Personal information

In order to enter into an agreement on the use of Futurehome, it is a requirement that you provide certain personal information. Unfortunately, if you do not provide the personal information Futurehome needs to perform these services, no agreement can be made with you.

Futurehome collects personal information in connection with the services offered in the Futurehome App.

Processing of personal data

The purpose of collecting personal information is to be able to provide the services that are desired.

The source of the information Futurehome processes is information we have received via the Futurehome App, web pages associated with Futurehome, as well as from components associated with the Smarthub unit.

The information is processed in the systems that are necessary for the desired service to be performed.

The user himself has access to data from various components connected to the Smarthub in the house via Futurehome App.

The Futurehome system does not link personal data to other uses than those agreed.

Safe4 will always use appropriate technical and organizational measures to secure and protect personal data processed in the systems, against unauthorized or illegal processing, unintentional or illegal loss, destruction or alteration or unauthorized disclosure or access to such personal data. Data transfer to and from APP / Web is encrypted and alarm processing is secured both physically and electronically.

Only the personnel who need information in the various systems have access to it. The rights of the individual personnel are governed by the role and training of the individual.

Processing of personal data by alarm station service:

The alarm station service processes personal information in relation to the alarm system that is connected to Safe4's Alarm Station, with associated services.

Safe4s Alarm Station uses subcontractors (3rd party) in relation to emergency services and other desired services.

Requirements beyond the GDPR

Safe4 Security Group AS is subject to rules for certification of the alarm station. This applies to data security, training of personnel, access to systems and data, risk assessments and requirements for the implementation of the services offered.

Contact Futurehome

If you need contact in connection with the storage of personal information on the Futurehome platform, you can send a request which is processed by the customer service center for Futurehome support@futurehome.no.