

Plain English SafeToNet Terms of Use

Thank you for choosing to use SafeToNet's cyber safety services. We appreciate it. This plain English version is not a replacement of the full terms of use which you should read if you are concerned about anything. This plain English version is a summary of the key points. You may be using one, some or all of SafeToNet's apps. These include:

- a) the basic version of SafeToNet which allows you to remotely control your child's devices and the individual apps running on it;
- b) the intelligent content blocking service which we call SafeToNet ICBS (this is the one which blocks harmful content sent and received by your child as well as the features listed above). In this document we refer to this app as ICBS;
- c) SafeToTalk, which is our interactive video guidance and advice service that you can download separately or use within the SafeToNet apps described above.

Collectively, and for the purposes of reading this document, we call them 'the Apps'. You can also use our software on the web. We call that the Web Version.

Legal Ownership and Management of the Dependent Accounts

1. When you use SafeToNet (both the Web Version and the Apps) you will create an account for you and for your children. You have to download the app onto each mobile device they use.
2. You have to tell your child that you intend to download our software onto their devices so their online activities can be tracked, analysed and safeguarded by our software. If they are older than 13, they have to agree to what you are doing by checking the relevant box on the app. We explain in simple terms what our software does so they clearly understand what is going on.
3. When your child's account has been connected, we start collecting the personal information from their social network accounts, applications and devices, including a record of app, internet usage and contacts (ICBS only) made from their accounts and devices. This helps us to understand their activities and better safeguard them.
4. You confirm you have the legal authority to link and connect your child's accounts to your own account.
5. You agree you won't set up an account for anyone of whom you are not a legal guardian or nominated legal guardian. You also agree that it is down to you to create, set up and manage your child's Accounts.
6. You agree that various laws (both national and international) may apply to the safeguarding and monitoring of your child's activity and that it is down to you to comply with any such laws. We are not responsible for this.

7. You authorises us to safeguard and track your child's activity using the information you provide to us.
8. Once your child reaches the age 18, we will suspend all services associated with safeguarding, tracking and managing their online activity.
9. You are responsible for all activities undertaken on your child's account. You control of all personal data collected and submitted via our software. SafeToNet is simply providing a platform for you to do this.
10. SafeToNet will safeguard, track and analyse your child's social networks, applications, messaging systems and mobile device usage and provide reports to you about usage via the app itself, email, text or other means.
11. SafeToNet may provide other risk, cyber safety and account-related notifications and alerts to you. This normally happens via the advice and guidance section or by the SafeToTalk service (but not always). This may include advice and notifications about your child's cyber activity. We may deliver these notifications to your computer or mobile device.
12. SafeToNet may also send you notifications regarding other information.
13. Some electronic notifications may be personal to you and your child. They may be sent to your primary email address, mobile phone number or available via the Apps. If your contact information changes, you must let us know otherwise you may not receive important information.
14. Notifications are not encrypted and will never include passwords. However, they may include personal information about you and your child's accounts. Anyone with access to your email, text messages and the Apps might be able to see them and so it's your responsibility to keep this information private.
15. If using ICBS, you authorise us to gather information from the various internet platforms that your child uses. SafeToNet will collect and store this personal information in a secure way and use it to send you alerts and reports in relation to your child's online activity.
16. You permit SafeToNet to store your account passwords and usernames.
17. If using ICBS, SafeToNet provides tools including tolerance bars that enable you to decide on the level of analysis of your child's accounts, their computers and other mobile devices. You are the only person responsible for how these bars are configured and how personal is collected, stored and analysed.
18. Your agree that SafeToNet is only accessing and retrieving information about your child because you have agreed to let us do it.

19. SafeToNet's employees and representatives do not access or observe your child's activity.
20. If you are worried about anything we tell you about your child's activity especially if it is criminal then it's down to you and only you to tell the police.
21. SafeToNet may give the police confirmation about your child if they fairly ask for it. SafeToNet might also use data it collects to produce reports and statistics but it will always remove your child's name and identity first.

Limitations of the Services

22. The Apps and Web Version are work in progress. There are natural limitations to the software and it can never be 100% accurate.
23. If you are using ICBS then you accept that the software may not always block harmful content and may at times block the wrong content by mistake.
24. SafeToNet does not guarantee that it will send you notifications quickly. They may take some time to get to you.
25. Just because you use SafeToNet it doesn't mean you should stop being a parent and caring for your child. SafeToNet is here to help you, not replace you. If you are using ICBS then you have to accept that SafeToNet might not block everything and so your child may still be harmed by something nasty they see online.
26. As much as it wants to, SafeToNet may not make your child totally safe.
27. You recognise that there are still nasty people out there who can hurt your child.

General Advice

28. You need to keep talking to your child about the risks of cyber space and social networks etc. You mustn't become complacent.

Agreement

29. SafeToNet can change these terms whenever it wants to and you will have accepted them as soon as you use the SafeToNet software.
30. SafeToNet might not let you use the software especially if you don't stick to these terms.
31. SafeToNet might send you adverts.

Use of the SafeToNet Web Version and the Apps

32. Unless we have told you otherwise, any data on the Apps and the Web Version is ours. This includes SafeToTalk.
33. You own anything you upload but you let SafeToNet have access to it for free.
34. You have to keep your passwords secret.
35. You won't break the law.
36. SafeToNet can remove anything from the Web Version or the Apps it doesn't like.

Restrictions of Use

37. You must not use the SafeToNet Web Version or the Apps to:
 - i. Abuse, harm, offend, threaten, bully or violate the rights of anyone.
 - ii. Publish anything harmful, obscene, indecent, unlawful, libellous, profane, defamatory, infringing, inappropriate, hateful, or racially, ethnically or otherwise objectionable material or information;
 - iii. Publish anything owned by someone else
 - iv. Try and work out how SafeToNet software is written;
 - v. Pretend to be someone else;
 - vi. You won't use SafeToNet on a mobile device that has been modified so it can cheat or break or damage SafeToNet.
 - vii. You must not load SafeToNet on a device you aren't allowed to;
 - viii. You won't use SafeToNet if you think you are breaking the law where you live;

Pricing, Payment and Termination

38. You may under certain circumstances have to pay for SafeToNet and at the price you are told. You must have the money to be able to pay for it. If you don't want to pay for it then don't use it. Your payment if applicable may be collected by an App store.
39. If you don't pay for it when you should do then SafeToNet may stop its software from working.
40. Each month or year you will be charged again for the next month or year.
41. We might change the price but will let you know 30 days before hand.
42. You can cancel at any time by emailing us at support@SafeToNet.com.
43. We won't give you a refund if you end the contract early.
44. If you do end the contract then we will either delete all your records or keep your records but remove your name and identity.

Intellectual Property Rights

45. You know SafeToNet has spent a lot of money and time to develop its software. If you do anything to harm SafeToNet's name or software then we might take you to court.

Disclaimer of Warranties

46. SafeToNet may not always get it right but will try hard to ensure it does.

47. It might send you reports that are not accurate. It will try not to.

48. You might not like the SafeToNet software.

49. If you aren't sure about what SafeToNet tells you then it is down to you to determine if it is right or not.

50. It's possible that at times SafeToNet might stop working and that it could be hacked by someone.

51. If things are not right then you cannot sue SafeToNet unless SafeToNet has been deliberately negligent

Liability

52. If SafeToNet has got something wrong then the most you can claim is £10 or your last six months payments to SafeToNet (if you made any).

Notices and written communications

53. You and SafeToNet might communicate with each other by email or similar means.

54. You can write SafeToNet at Office H0120, 35 Victoria Road, Darlington, Co Durham, DL1 5SF UK..

Transfer of rights and obligations

55. SafeToNet might pass its rights to someone else. You can't do that.

Outside of control

56. You can't sue SafeToNet for something that happened outside of its control.

Severability

57. Just because one clause in this contract might not work, it doesn't mean the rest don't work too.

Law and Jurisdiction

58. Everything to do with these terms is based upon the laws of the England and Wales.

These terms of use were last updated on 11 July 2017

SafeToNet Privacy Policy

This plain English version is not a replacement of the full privacy policy which you should read if you are concerned about anything. This plain English version is a summary of the key points.

SafeToNet respects your concerns about privacy and values its relationship with you.

59. SafeToNet will do everything in its power to protect the information you provide and we collect, but sadly we can't guarantee this information won't be accessed by unauthorised parties, such as hackers. We have done everything we reasonably can to ensure that this doesn't happen but sadly as with life, there are no guarantees.
60. The ICBS works best the more information we have about you. It's the way the software works and in most cases this information will be related to your child's identity. This can include names of you and your family members and their gender and age, telephone numbers, your home or postal address and email address, as well as financial information, the apps and mobile devices your child uses, the kind of things your child uploads and posts on social media (including photos and videos), their behaviour patterns and details of their friends and followers online.
61. SafeToNet's software is incredibly smart, and it has the ability to learn things about your child just by analysing how their online behaviour. This means it can work out:
- a) Gender
 - b) Sexuality
 - c) Race & religion
 - d) Political views
 - e) Cultural and ethnic information
62. Should we need to transfer the information we've collected on you and your child, we will ensure that the country it is transferred to holds the same or greater level of security and protection as the one within which you reside.
63. The ICBS uses your child's personal information and in particular their behaviour patterns to advise you of any of the risks your child may be exposed to online, and we send you regular risk reports, notifications and alerts.

64. Our software works without human interference; at no point is your personal data analysed by humans, it is all done by a computer which automatically searches for certain words, terms or other data which may then lead us to determining whether that content may be harmful.
65. Your financial information (where relevant) is only used to process orders and prevent fraud
66. Having your information also helps us keep you up to date with updates, promotions and recommendations
67. None of the financial or personal information collected on the site or app is ever sold to anyone else. It is only ever used for safeguarding purposes which might include writing reports. We might pass those reports to others but they will never include your name and will always be anonymised.
68. The only time we would ever give out your personal or financial information is if we are required to do so to comply with law.
69. We might send you information about other things we are doing. You can tell us to stop. Just email us with the word "unsubscribe" in the subject line at the following address safetonet.com/contact_us
70. Should you stop using our services to protect you, all of your personal information will be deleted within 45 days of closing your account apart from any data we hold in our backups. We might be asked to keep some of your data for legal reasons though.
71. You can write to us and ask us to tell you what information about you we have, You have to prove you are who you say you are first. You can also ask us to remove you from our mailing list. Some information may be kept by us to prevent fraud or future abuse, or for any potential legal requirements later on.
72. We do not sell or advertise products to children.
73. With your permission we collect and automatically analyse information about how your child behaves online and on their mobile devices.
74. When you visit our website on either desktop or mobile device, we may use "cookie" technology to help us to improve the site and our services.
75. We have installed some secure-server software which helps us to keep all of your personal information safe, including credit and debit card numbers (if we have them).
76. The behaviour patterns we look for and keep include (but there will be more) the length of your child's text posts; patterns of the words you use; how often you post; what time you post; the speed of your replies to incoming messages. This allows us to put messages and content into context for future reference, which makes it easier

to protect your child against harmful messages at a later stage as our technology learns what to look for.

77. This policy may or may not change, and if it does we don't expect there to be any big changes. However, we will always let you know if it happens.

This Privacy Policy was last updated on 16 July 2017.