Secure Net Home

Terms and Conditions

Consumers

Version: November 2026

These terms and conditions form part of the agreement between you (the person using the Secure Net Home service) and us Vodafone Limited.

- ✓ These terms and conditions are in addition to your Vodafone Home Broadband and Phone Terms and Conditions
- ✓ You agree to the terms of this agreement by confirming to us that you would like to use the Secure Net Home service on your home broadband connection.

A. Our contact details

This is how you can get in touch with us:

General enquiries:

Phone
191 (free from a Vodafone SIM)
08080 057 444 (free from any UK mobile or landline))

Post
Vodafone House, The Connection,
Newbury, Berkshire RG14 2FN

Chat
www.vodafone.co.uk/contact-us

Website
www.vodafone.co.uk

Service and equipment issues:

Phone
191 (free from a Vodafone SIM)
03333 040 191 from any UK landline or mobile

Post
Vodafone House, The Connection,
Newbury, Berkshire RG14 2FN

If we need to get in touch with you or send notices, we'll send these by post, voicemail, text or email.

Need this document in a different format?

For a large print, braille, dyslexia- friendly, or audio CD version of this document:

Phone 03333 043 222

Email disability.access@help.vodafone.co.uk

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1. Our Agreement

This agreement covers your personal use of our Secure Net Home service if you are:



a **consumer**, which means an individual person acting for purposes that are mainly outside that person's business/profession;



a **UK resident** with a UK billing address; and



a Vodafone customer signed up to an eligible home broadband service together with an eligible broadband router and you have confirmed to us that you would like to use the Secure Net Home service on your home broadband connection.

2. The Service

2.1 The **Secure Net Home** service ("Service") is an additional Service to your Vodafone Home Broadband service and consists of different online security features ("Service Features") that will help to protect you (and your family) when connected to your Vodafone Home Broadband service. The Service is accessed and managed via the online Secure Net Web Portal **https://securenet.vodafone.co.uk/** or using the Secure Net smartphone application (the "Secure Net App").



You can download the Secure Net App from the app store available on your device (standard data charges may apply). The Secure Net App is available on both IOS and Android.

2.2 The Service consists of the below **Service Features**:

"Advanced Parental Controls": In this feature you can add content filters to restrict access to certain websites and use of applications (when browsing online apps and services) and set time limitations when internet use can be restricted. To use the Advanced Parental Controls feature you must create a profile for your child/children and assign devices to each child. Any Advanced Parental Controls you activate for a profile will apply to all devices assigned to that profile when the device is connected to your Vodafone Home Broadband.



Advanced Parental Controls cannot be applied to offline apps or games that work without data connectivity. Further, the feature does not restrict access to content already on a device.



The Advanced Parental Controls Service Feature does not protect you or your devices when not connected to your home broadband service or when using privacy features, such as a VPN, that encrypts your personal data

"**Cleaning Tool**": Is an enhanced Online Protection Service Feature available for Android users only, The Cleaning Tool feature helps to remove online security threats including viruses, trojans, spyware, adware and unwanted files from your device. Following the scan, you will receive a report on your device listing any malicious software, applications or files detected by the Cleaning Tool, so that you can remove them from your device. If you ignore the report and want to keep any malicious software, application or files that have been identified as malicious by the report you must unselect those items from the report before proceeding. As set out in the 'Our Responsibilities to you' section below, we will not be responsible for any negative impacts and other detriment caused as a result of ignoring the report.

"**Digital Safety Rating**": This is a summary of your online safety (e.g. strong or weak) together with a set of recommended actions to take to improve your rating. This rating is an indication only and must not be used as a definite measure of your online safety.

"**Online Protection**": Helps to protect against online security threats including viruses, trojans, spyware, adware, malware and unwanted programs by blocking access to the identified threat. The feature will also help to protect you from harmful websites such as phishing websites or sites that might contain harmful content by warning you of potential dangers before you are able to proceed.

The Online Protection Service Feature does not protect you or your devices when not connected to your home broadband or when using privacy features, such as a VPN, that encrypts your personal data

➔ For full details of the available Service Features please visit here: Secure Net FAQs

3. Start and duration of the agreement

The agreement starts when your Service is activated and will continue until:

a. you or we **terminate** it; or

b. your selected home broadband service agreement is terminated.

4. Cost and Duration of the Service

The Service is an additional service to your Home Broadband service plan.

The Service is included at no extra cost within all Vodafone Home Broadband Pro plans.

For all other Vodafone Home Broadband plans, you may choose to opt in to the Service as an optional extra. By opting in, you agree that the Service will be provided free of charge for an initial three-month trial period (the "Trial Period") and that, when the Trial Period ends, the Service will automatically continue as a paid monthly service and the monthly Fee will apply. To avoid being charged, you must terminate the Service before the Trial Period ends. You must terminate the Service using the process set out in 'Ending your use of the Service' section below.

When you Trial Period ends, we will send you an SMS to confirm when you will be charged the monthly charge and how to cancel the Service.

We may increase the monthly charge at any time and we will give you 30 days' notice before we do so.

5. Licence

When you agree to these terms, we give you a personal non-exclusive, non-transferable licence to use the Service (and any related software) and the Secure Net App when connected to your Vodafone home broadband connection. We and our licensors own all intellectual property rights in the Service, related software and the Secure Net App (if you've chosen to use the App) and you will not have any right, title or interest in the Services apart from the right to use them in accordance with these terms.

6. Your responsibilities for use

You are responsible for:

a. the cost of your devices;
b. the cost of your home broadband connection;
c. the operation of any devices that you use to access the Services;
d. **all end users**, which means anyone who uses (or misuses) your devices and the Services, even if your account is used without your consent;

e. for the security of your account, **you will ensure that**:

(i) only those **authorised** have access to the Services and the Secure Net App; and
(ii) **whoever** uses the Service:

- ✓ **complies** with this agreement; and
- ✓ **does not use** the Services in any illegal or improper way, or in a way that may damage our reputation or that of a third party;
- ✓ **Is Informed** about any monitoring, notification or consent implications that apply to their use of the Service; and
- ✓ **Is Informed** that you may receive and view threat notifications generated by the Service.

(iii) You must **notify us immediately** of any breach or suspected breach of security or unauthorised use of your account.

You must not use the Service**:**

f. as a means to monitor the activities of someone without their express consent or authorisation or to harvest personal information about others for any reason;
g. to victimise, harass, degrade, threaten or intimidate an individual or group of individuals for any reason;
h. in a way that allows you to circumvent or disable features or technology used in the Service unless we specifically allow you to;
i. to decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for any part of the Service;
j. to engage in any activity, outside of what is permitted by the Service, that otherwise interferes with the use and enjoyment of the Service by others; or
k. to violate our or any other persons or entities' rights (including intellectual property and other proprietary rights).

7. Service availability

7.1 The use of the Service is subject to connection to the home broadband service and not to a specific device's mobile connection. This means that the Service Features will not work if your device is not connected to your home broadband service.

7.2 The Service and the Secure Net App are provided 'as is'. So far as we are able to under law, we exclude all representations, warranties, conditions and other terms not stated in these terms. This includes any implied warranties or conditions as to non-infringement of third-party rights and fitness for particular purpose in relation to your use of the Service and related software.

7.3 The Service is limited to three Secure Net Home subscriptions at any one time per Vodafone broadband account. If you have more than three broadband lines on your account, then you are required to select which of the three broadband lines you wish to link to the Secure Net Home subscriptions.

7.4 We will monitor the Service and aim to fix all bugs and errors that we are aware of but we don't warrant that your use of the Service or the Secure Net App will be error-free, uninterrupted, available at all times, or that it will protect against all possible security threats.



The terms of this agreement will not affect any rights which you have as a consumer under applicable law and which we cannot exclude by agreement with you.

➔ If you're having issues with the Services and need our help, please contact us.

8. What we do with your personal information

Our Privacy Policy and the Secure Net Privacy Statement set out how we and our group companies may collect, use and share your personal information.

➔ For any queries, you can contact us at: www.vodafone.co.uk/gdpr-privacy-query-form/

9. Fraud prevention

As set out in our Privacy Policy, we may share your personal information with fraud prevention agencies, that will use it to:

a. prevent fraud and money-laundering; and

b. verify your identity.

10. Our legal responsibility towards you

a. Things for which we are responsible

i. You have rights under the law. Nothing in the agreement excludes or limits our liability for anything we can't exclude or limit by law or affects your rights under applicable law or regulation.

ii. We will be fully legally responsible for death or personal injury caused by our negligence (or the negligence of our employees, agents or subcontractors), for fraud or fraudulent misrepresentation, and for breach of your consumer statutory rights.

iii. For all other claims, we will not pay you more than £400 for each claim or a series of related claims.

b. Things for which we are never responsible

i. **Indirect loss.** We'll not be legally responsible to you for any loss or damage that is not directly caused by us or which we could not reasonably foresee at the time we started the agreement with you.



For example, we will not be legally responsible to you, for losses:

- loss of use of the Service
- incurred due to circumstances when a threat has been detected by the Service and you choose to proceed by ignoring any reports, SMS or other notifications warning you of potential dangers and/or identified threats;
- relating to claims for loss of income, data, business, profit, savings, and missed opportunities

11. Transferring this agreement to someone else

You may not rent, lease, license, transfer, loan or assign your rights to the Service and the Secure Net App to another person. If you use the Service on a device and you transfer ownership of that device to someone else, you should ensure that you de-register the Service on your device before you pass the device to someone else.

We may transfer this agreement to anyone at any time if this would not adversely impact your rights under this agreement.

12. We may change this agreement or the Service

We may change this agreement, the Service or the Secure Net App or charges at any time. This includes suspending or discontinuing the Service and the App as well as making any updates and/or upgrades to ensure we comply with new legal or technological developments and to protect against new or emerging security issues.



If any change that we make is likely to have a **negative impact** on your use of the Service (in Vodafone's reasonable opinion) we'll usually give you at least **30 days' notice** (sometimes it might be less than that if we are prevented from giving you notice for legal or regulatory reasons). If you take no action within 30 days of us notifying you about the change, you'll be considered to have accepted those changes.

13. Ending your use of the Service

You can end your use of the Service **at any time** by removing Secure Net Home from the 'Extras' page on your My Vodafone App or on My Vodafone Online portal or by contacting us. When you have confirmed that you wish to end your use of the Service this agreement will terminate immediately.



Please note that the Service may be terminated automatically if you no longer have an eligible home broadband service plan.

➔ For further details on how to end your service, please here: Secure Net FAQs

Your Service will continue until you let us know that you wish to end the Service using the methods above.

We may suspend or stop providing the Service to you if you do not comply with the terms of this Agreement.

14. Rights of third parties

This agreement doesn't confer any benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.

15. Governing Law and Jurisdiction

The laws of England and Wales govern this agreement, the product/service you buy from us, and any related dispute. We each submit to the exclusive jurisdiction of the courts of England and Wales.