Secure Net Mobile

Terms and Conditions

Consumers and Small Business customers

Version: September 2026

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

- ✓ These terms and conditions are in addition to your Vodafone Pay Monthly Airtime or Pay As You Go Agreements.
- ✓ You agree to the terms by selecting a Pay Monthly Airtime or Pay As You Go Agreement that includes the Service or by opting-in to receiving the Service.

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.

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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 use of our Secure Net Mobile service if you are:

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

a **Small Business,** which means a business customer that has fewer than ten (10) employees; and

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

a Vodafone customer with an eligible Consumer or Small Business Pay Monthly Airtime Agreement or Pay As You Go Airtime Agreement

2. The Service

2.1 The **Secure Net Mobile** service **("Service")** is an additional Service to your Consumer or Small Business Vodafone Pay Monthly or Pay As You Go Airtime Agreements and consists of different online security features **("Service Features")** that will help to protect you (and your family or employees) when browsing on Vodafone's mobile network. The Service is available in the UK or abroad as long as your Vodafone SIM card is installed in the mobile phone that you, your family member or employee are using, is connected to Vodafone's mobile network.

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" With 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. The Advanced Parental Controls feature is set-up and managed in the Secure Net App or the Web Portal. You must create a profile for your child/children and assign their Vodafone mobile number 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 the Vodafone network.

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 Vodafone's mobile network or when using privacy features, such as a VPN, that encrypts your personal data.

Changes to Advanced Parental Controls may not take effect immediately. We will apply changes you make to the Advanced Parental Controls as quickly as reasonably possible. In some cases it may take up to 24 hours for changes to be fully implemented across the Vodafone network. Until the change has been implemented, the previous settings may continue to apply.

"**Cleaning Tool**" Is an enhanced Online Protection Service Feature available for Android users only, using the Secure Net App. The Cleaning Tool feature helps to remove online security threats including viruses, trojans, spyware, adware and unwanted files from your device(s). 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 to removal. 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. The Digital Safety Rating is shown in the Secure Net App.

"ID Monitoring" This feature lets you know if your registered personal data (i.e. personal data such as name, surname, date of birth, phone number, credit/debit card number, e-mail address, postal address, etc. that you have added in your Secure Net account) ("Registered Credentials") have been exposed to a data breach. The ID Monitoring feature searches the deep web and the dark web to detect compromised and potentially damaging Registered Credentials and will alert you by SMS, so that you can take immediate action.

You acknowledge that due to the nature and constantly evolving deep web and dark web we are unable to guarantee that the entirety of the deep web and dark web has been searched. Further, the ID Monitoring feature cannot remove your information from the deep web and dark web, and we are unable to ensure the accuracy and integrity of the information found on the deep web and dark web.

ID Monitoring is available via Web Portal and the Secure Net App.

To use the ID Monitoring feature, you must insert the specific personal details you wish to monitor in the Secure Net App.

"**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. It 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 Service also protects you when using your data enabled apps and you will receive an alert by SMS if we block content or a download.

The Online Protection Service Feature does not protect you or your devices in certain circumstances as set out within https://securenet.vodafone.co.uk/apps/faq

"Scam Call Protection" This feature helps to protect you from fraudulent calls, screening known or suspected scam callers and alerting you to potential nuisance calls. You will receive an on screen pop up on your device when we suspect you may be receiving an incoming call from a potential or known scam caller.

We cannot guarantee that the Scam Call Protection feature will screen or protect you or your devices against all potential scam calls.

For full details of the available Service Features please visit here https://securenet.vodafone.co.uk/apps/faq

3. Start and duration of the agreement

3.1 The Service starts **when your Consumer or Small Business Pay Monthly or Pay As You Go Airtime Agreement begins** and will continue until:

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

b. your Consumer or Small Business Pay Monthly or Pay As You Go Airtime Agreement is terminated.

4. Cost and duration of the Service

4.1 The cost and duration of the Service depend on the type of plan or agreement you have with us.

4.2 If your eligible Vodafone Super Mobile plan includes Secure Net Mobile, the Service is included at no extra cost for the period stated in your plan terms or customer communications. If the Service stops being included in your plan, or if a charge applies, we will tell you before any charge is applied and explain how you can opt out.

4.3 If you are an eligible Consumer Pay Monthly customer or Pay As You Go customer, 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.

4.4 If you are an eligible Small Business Pay Monthly customer 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.

4.5 For Consumer and Small Business Pay Monthly customers, we will send you an SMS to confirm when your Trial Period ends, when you will be charged the Fee and how to terminate of the Service.

4.6 For Pay As You Go customers, the Fee will be taken from your existing pre-pay credit unless you opt out before the charge applies. We will send you a reminder before the end of the Trial Period explaining the amount of the Fee, when the first charge will be taken and how to opt out.

4.7 The Fee for the Service will be confirmed with you before your purchase and in your customer communication relating to the Service. All prices will be inclusive of VAT, with no other initial subscription fee or minimum contract term.

4.8 We may increase the Fee at any time however we will give you 30 days' notice before we do so.

4.9 The Service will use some of your data allowance in order to operate which will be charged in accordance with your Airtime Agreement.

5. Licence

5.1 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 Vodafone's mobile network. 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.

5.2 The Service is for use on your eligible connection. If you are a Consumer customer, the Service is for your personal, non-commercial use only. If you are a Small Business customer, the Service may be used for your own legitimate, internal business purposes only. You must not resell, transfer, sub-licence or make the

Service available to anyone else (except your family members or employees with eligible connections), including without limitation as a standalone or managed service. Any additional connections will require an additional setup or registration.

6. Your responsibilities for use

6.1 You are responsible for:

a. the cost of purchasing and maintaining your device(s);
b. use of your SIM card(s) and your connection to our mobile network;
c. the cost of your Pay Monthly or Pay As You Go Airtime Agreement;
d. the operation of any devices that you use to access the Service;
e. **all end users**, which means anyone who uses (or misuses) your devices, your account and the Service, even if your account is used without your consent;

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

(i) your account details are kept secure at all times;
(ii) only those **authorised** have access to the Service and the Secure Net App; and
(iii) **whoever** uses the Service:

- ✓ **complies** with this agreement;
- ✓ **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;

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

g. If you are a **Small Business customer**, you will ensure that all employees or end users who use the Service:

(ii) comply with these terms;
(iii) are authorised to use the Service;
(iv) are informed about any monitoring, notification or consent implications that apply to their use of the Service; and
(v) for end users on business accounts, that those end users are informed through an applicable policy, privacy notice or other internal communication that the account administrators may receive and view threat notifications generated by the Service.

6.2 **You must not** use the Service:

a. 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;
b. to victimise, harass, degrade, threaten or intimidate an individual or group of individuals for any reason;
c. in a way that allows you to circumvent or disable features or technology used in the Service unless we specifically allow you to;
d. to decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for any part of the Service;
e. 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
f. 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 the use and availability of a connection to Vodafone's mobile network. This means that the Service Features will not work if your device is not connected to the Vodafone network.

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 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 may have 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

8.1 Our **Privacy Policy** and the **Secure Net Privacy Supplement** 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

9.1 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

10.1 Things for which we are responsible

a. You have rights under the law. Nothing in these terms affects any rights you may have under applicable law, or reduces or removes our liability for anything that we can't exclude or limit by law:

b. 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 anything else we cannot exclude or limit by law.

c. For all other claims, our liability will not exceed £400 for each claim or a series of related claims.

10.2 Things for which we are never responsible

a. **Indirect loss.** We'll not be legally responsible to you for any loss or damage that is not directly caused by us, outside of our reasonable control, or which we could not reasonably expect at the time we started the agreement with you.

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

- arising from loss of use of the Service
- that you could have avoided or reduced by being careful or taking reasonable steps, or 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 notification warning you of potential dangers and/or identified threats;
- relating to claims for loss of income, data, business, profit, savings, and missed opportunities.

b. We will not be legally responsible to you if we cannot provide the Service or the Secure Net App because of something outside of our reasonable control.

c. We are not legally responsible for the operation of any device that you use to access the Service.

11. Transferring this agreement to someone else

11.1 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.

11.2 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

12.1 We may change these terms, the Service or the Secure Net App or charges at any time. This includes suspending or discontinuing the Service and the Secure Net App.

12.2 We may change, update or upgrade the Service, including the Service Features, and the Secure Net App in order to ensure we can comply with new legal or technological developments, and to protect against new or emerging security issues.

Don't forget, you can Opt-Out of the Service at any time in accordance with the "Ending your use of the Service" section below.

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

13.1 You can end your use of the Service **at any time** by logging into your My Vodafone account and navigating to "Extras", or by contacting us on 191. When you have confirmed that you wish to end your use of the Service this agreement will terminate immediately.

→ For further details on how to end your service, please see https://securenet.vodafone.co.uk/apps/faq

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

13.3 The Service may be terminated automatically if you no longer have an eligible Pay Monthly, Pay As You Go or Small Business Pay Monthly Airtime Agreement or eligible plan.

13.4 If you are a Pay As You Go customer and we are unable to collect the Fee from your pre-pay credit, the Services may be suspended or stopped. We will explain what this means in the communication we send you.

13.5 We may suspend or stop providing the Service to you if you do not comply with these terms.

14. Rights of third parties

14.1 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

15.1 This agreement is governed by the laws of England and Wales. If you are a consumer customer, the courts of England and Wales have non-exclusive jurisdiction, meaning that if you live in another part of the UK, you may also bring proceedings in the courts of that part of the UK. If you are a business customer, the courts of England and Wales shall have exclusive jurisdiction over any dispute arising out of or in connection with this agreement.

16. Entire Agreement

16.1 This is the entire agreement between you and us for the Service. No other terms are implied.