

LEAKBOT

IMPORTANT INFORMATION



Click on the sections below:

**TERMS AND CONDITIONS
FOR THE SUPPLY OF A LEAK DETECTION DEVICE (LEAKBOT)**



**TERMS AND CONDITIONS
LEAK LOCATION AND REPAIR (WITHOUT REINSTATEMENT)**



LEAKBOT PRIVACY POLICY



LEAKBOT COOKIE POLICY



EU DECLARATION OF CONFORMITY



TERMS AND CONDITIONS FOR THE SUPPLY OF A LEAK DETECTION DEVICE (LEAKBOT)

By purchasing LeakBot via Homeserve, you agree to the following terms and conditions. Please read them carefully – important terms are highlighted in bold.

This document (together with our Privacy Policy and Cookie Policy) provides you with information about us (Homeserve Labs Limited, Cable Drive, Walsall WS2 7BN registered in England with number 08442778, VAT No: 559 669 669) and the legal terms and conditions (**Terms**) on which we sell LeakBot (**Product**) via our website www.leakbot.io/buy (**our site**) to you.

These Terms will apply to any contract between us for the sale of a Product to you (**Contract**). If you do not accept these Terms, you will not be able to order a Product from our site. We suggest you print a copy of these Terms or save them to your computer for future reference. We amend these Terms from time to time. Every time you order a Product from us, the Terms in force at the time of your order will apply to the Contract between you and us.

THE CONTRACT

- 1 After you place an order, you will receive an e-mail from us acknowledging that we have received your order. However, please note that this does not mean that your order has been accepted. Acceptance will occur when you receive an SMS that confirms that the Product has been dispatched (**Dispatch Confirmation**). The Contract between you and us will only be formed when the Dispatch Confirmation is sent.

SUMMARY OF YOUR KEY LEGAL RIGHTS

Nothing in these Terms will affect your legal rights.

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

With regard to the Product, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected life of your product your legal rights entitle you to the following:

- up to 30 days: if your item is faulty, then you can get a refund.
- up to six months: if your faulty item can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- up to six years: if the item can be expected to last up to six years you may be entitled to a repair or replacement, or, if that doesn't work, some of your money back.

THE PRODUCT

- 2** The Product detects leaks on the water supply pipe in your property. The Product does not prevent leaks. The Product alerts you in case of a water leak by emitting a sound or through an SMS, app notification or an e-mail (an "Alert").

PLEASE NOTE

The Product does not detect the following:

- leaks that are not on the water supply pipe
- leaks that are on a closed system, for example on your central heating system or waste system
- a new leak on your mains water system where you have not repaired an existing leak.

- 3** If we are unable to supply you with a Product, for example because that Product is not in stock or no longer available or because we cannot meet your requested delivery date or because of an error in the price on our site, we will inform you of this and we will not process your order. If you have already paid for the Product, we will refund you the full amount including any delivery costs charged as soon as possible.

4 The images of the Product on our site are for illustrative purposes only. Your Product may vary slightly from those images. The packaging of the Product may vary from that shown on images on our site.

5 Minor changes to the products.

We may change the Product:

- a) to reflect changes in relevant laws and regulatory requirements; and/or
- b) to implement minor technical adjustments and improvements.

6 We may have to suspend the supply of a product to:

- a) deal with technical problems or make minor technical changes;
- b) update the Product to reflect changes in relevant laws and regulatory requirements;
- c) make changes to the Product as requested by you or notified by us to you (see Paragraph 6).

YOUR RIGHT TO END THE CONTRACT AND REFUNDS

COOLING OFF RIGHTS

7 You have the right to cancel a Contract 14 days after the day on which you receive the Product (**Cancellation Period**). Your right to cancel a Contract starts from the date of the Dispatch Confirmation. For example, if we provide you with a Dispatch Confirmation on 1 January and you receive the Product on 10 January you may cancel at any time between 1 January and the end of the day on 24 January.

8 This means that during the Cancellation Period if you change your mind or decide for any other reason that you do not want to receive or keep a Product, you can notify us of your decision to cancel the Contract and receive a refund. Please see more details about cancellation and refunds in Paragraph 12.

9 To cancel a Contract, you just need to let us know that you have decided to cancel. The easiest way to do this is to complete the Cancellation Form below on our website or contact our Customer Services team by telephone on 0800 783 9866. We will confirm this in writing to you.

- 10** During the Cancellation Period, if a Product has been delivered to you before you decide to cancel your Contract then you must return it to us without undue delay and in any event not later than 14 days after the day on which you let us know that you wish to cancel the Contract. For your return labels, please contact us at 0800 783 9866. Please ask for a Certificate of Posting when returning the Product to us as proof of postage.

YOUR RIGHT TO END THE CONTRACT

- 11** You can always end a Contract if:
- the Product is faulty or does not conform with its description.
 - we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
 - there is a risk that supply of the Product may be significantly delayed because of events outside our control; or
 - we have suspended supply of the Product for technical reasons, or notify you we are going to suspend them for technical reasons.

You will have 30 days from the day of delivery to reject the faulty or non-conforming Product. During this 30 day period, you may choose to have the Product repaired or replaced. If the Product is still faulty or non-conforming after a repair or replacement or a repair or replacement is not possible or not carried out within a reasonable time and without significant inconvenience to you, you will be entitled to reject the Product or a price reduction.

REFUNDS

- 12** If you cancel your Contract we will:
- refund you the price you paid for the Product. However, please note we are permitted by law to reduce your refund to reflect any reduction in the value of the Product, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
 - refund any delivery costs you have paid, although, as permitted by law, the maximum refund will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a Product within 3-5 days at one cost but you choose to have the Product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

- c) reimburse all payments received as follows:
- i. No more than 14 days after the day on which we were informed about your decision to cancel the Contract; or
 - ii. If you had already received the Product, 14 days after the day we receive back the Product in a resalable condition (i.e. in original box and not tampered), and using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. If you used vouchers to pay for the Product we may refund you in vouchers. Please ask for a Certificate of Posting when returning the Product to us as proof of postage.

13 Where you exercise your cooling off right or your legal right to end the Contract, you must return the Product to us.

14 If you have returned the Product to us because it is faulty or mis-described, we will refund the price of the Product in full, together with any applicable delivery charges, and any reasonable costs you incur in returning the item to us. Unless the Product is faulty or not as described you will be responsible for the cost of returning the Product to us.

DELIVERY

15 During the online sales process, we will give you an estimated delivery date. We will deliver the Product as soon as reasonably possible and in any event within 30 days after the day on which we accept your order. Delivery of an order shall be completed when we deliver the Product to the address you gave us and the Product will be your responsibility from that time.

16 The price of a Product does not include delivery charges. Our delivery charges are as advised to you during the check-out process, before you confirm your order.

17 You own the Product once we have received payment in full, including all applicable delivery charges. The Product will become your responsibility from the time we deliver it to the delivery address you gave us.

18 If we fail to deliver your Product 30 days after the date of Dispatch Confirmation, you may cancel your order straight away and we'll refund any sums you have paid to us for the cancelled Product and its delivery.

PRICE OF PRODUCTS AND PAYMENT

- 19** The prices of the Product will be as quoted on our site at the time you submit your order. Our prices include VAT. We take all reasonable care to ensure that the price of the Product is correct at the time when the relevant information was entered onto the system. If we discover an error in the price of Product(s) you ordered, the following shall apply:
- a) where the Product's correct price is less than the price stated on our site, we will charge the lower amount when dispatching the Product to you. However, if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to provide the Product to you at the incorrect (lower) price; and
 - b) if the Product's correct price is higher than the price stated on our site, we will contact you as soon as possible to inform you of this error and we will give you the option of continuing to purchase the Product at the correct price or cancelling your order. We will not process your order until we have your instructions. If we are unable to contact you using the contact details you provided during the order process, we will treat the order as cancelled and notify you in writing.
- 20** If the rate of VAT changes between your order date and the date we supply the Product, we will adjust the rate of VAT that you pay (unless you have already paid for the Product in full before the change in the rate of VAT takes effect).
- 21** You can only pay for a Product using a debit card or credit card. You must pay for the Product before we dispatch it. We will not charge your credit or debit card until we dispatch the Product to you.
- 22** Although we may allow you to pay for the Product(s) and all applicable delivery charges by instalments, payment for the Product(s) and all applicable delivery charges are due in advance and relate to the full price of the Product(s) ordered.
- 23** Where payments are made by instalments and you miss an instalment payment, your ability to pay by instalments shall cease and you shall be required to make immediate payment in full of any remaining Product(s) cost(s). We shall be entitled to take legal action to recover any amounts owed together with any interest and costs incurred in doing so.

MANUFACTURER GUARANTEE

- 24 For details of the applicable terms and conditions, please refer to the manufacturer's guarantee provided with the Product. A manufacturer's guarantee is in addition to, and does not affect, your legal rights in relation to Products that are faulty or not as described.

GENERAL

- 25 We will not be liable or responsible for any failure to perform, or delay in performance (for example delivery) of our obligations under a Contract where this is caused by an Event Outside Our Control, meaning any act or event beyond our reasonable control (including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks or impossibility of the use of public or private transport). If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms, we will contact you as soon as reasonably possible to notify you and we will endeavour to provide the Product as soon as reasonably possible. You may cancel the contract if an Event Outside Our Control takes place and you no longer wish us to provide the Product.
- 26 If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or our negligence. We only supply the Product for domestic and private use. You agree not to use the product for any commercial, business or resale purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 27 We are not responsible for the following:
- any costs, loss or damage that you suffer as a result of not using the Product in accordance with the manufacturer guidelines;
 - any costs, loss or damage that you suffer as a result of a problem caused by loss of connection with the relevant network;
 - any costs, loss or damage that you suffer as a result of not receiving, hearing or acting upon an Alert;
 - any costs, loss or damage that you suffer as a result of incorrect installation of the Product;

- e) any costs, loss or damage that you suffer as a result of leaks that do not fall within the scope of the Product (as set out in Paragraph 2);
- f) any costs, loss or damage that you suffer as a result of you not complying with instructions provided at the time of registration of the Product;
- g) any costs relating to the identification and repair of a leak as a result of an Alert;
- h) any increase in your water bill;
- i) any loss or damage you suffer as a result of you or anyone else altering the radio frequency allocations of your system controls;
- j) replacing the batteries for your Product;
- k) any costs, loss or damage that you suffer as a result of:
 - i. the Product not providing an Alert as a result of the Product being unclipped from the mains water pipe,
 - ii. the Product being switched off or silenced, or
 - iii. the Product not containing batteries in working order.

28 You acknowledge that access to the network may be interrupted to the extent this is necessary for compelling reasons, e.g. due to network maintenance or in order to eliminate unforeseen vulnerabilities.

29 Where you fail to comply with these Terms and Conditions, we reserve the right to turn off the Product's connection to the relevant network giving the Product limited functionality.

30 We will use the personal information you provide to us to supply you with the Product. By placing an order, you agree and understand that we may store, process and use data collected from your order of the Product. We'll keep that information safe and secure and only process it in accordance with the Data Protection Act 1998. We work with other companies to provide you with the Product and Alerts and as such we may have to share certain information with these companies for this purpose. We may pass your information on to our own group companies, tradesmen and other third parties for training and statistical analysis. We, or they, may also use your information to contact you via telephone, post, e-mail, text messaging or telephone with products, services and/or promotions that we or they think may be of interest to you. If you do not wish to be contacted with any promotions please write to Freepost: RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN.

- 31 We will also collect data that relates to your water use and readings from your Product from time to time to provide you with an Alert. We will not use that data for any other purpose.
- 32 We may transfer our rights and obligations under these terms to another organisation. We will always notify you in writing if this happens, but this will not affect your rights or our obligations under this agreement.
- 33 If you have any questions or if you have any complaints, please contact us at support@leakbot.io.
- 34 Our Privacy Policy explains what personal information we collect about you when you use leakbot.io. You can view our Privacy Policy [here](#).
- 35 Our Cookie Policy explains how leakbot.io uses cookies. You can view our Cookie Policy [here](#).
- 36 These Terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

TERMS AND CONDITIONS – LEAK LOCATION AND REPAIR (WITHOUT REINSTATEMENT)

Where we locate a leak relating to your home's cold water system and carry out a repair in your property, the following terms and conditions shall apply. Please read them carefully – important terms are highlighted in bold.

In these terms and conditions:

“Service” means the leak location and repair (not including reinstatement);

“You” or **“Your”** means the person requiring the Service at their property.

“HomeServe” or **“we”** or **“us”** means HomeServe Labs Limited, Cable Drive, Walsall WS2 7BN (registered in England with number 08442778). **This includes subcontractors that HomeServe uses to provide the Service.**

- 1 This contract comes into force when you confirm to us that you wish to proceed with the Service.
- 2 **What we're going to charge you** – We will agree a completed job price with you upfront. If we are unable to find any leaks in your property we will refund the full cost of the Service.
What if you want to cancel or rearrange?
- 3 You can cancel or rearrange your appointment by telephoning us on 0800 783 9866, emailing us at support@leakbot.io or speak to us via your LeakBot online account using the “Chat” function.
- 4 Subject to Paragraph 5, you have the right to cancel the Service up to the period ending 14 days after the day this contract was entered into (the **“Cancellation Period”**) without giving any reason. You can call us on 0800 783 9866, email us at support@leakbot.io or speak to us via your LeakBot online account using the “Chat” function or by using the model cancellation form attached. We will confirm any cancellation to you in writing without delay.
- 5 If the Service was purchased over the phone and you request that the Service be carried out before the end of the Cancellation Period, you hereby expressly waive your right to cancel the Service.

- 6 Where the Service is provided at your request during the Cancellation Period but you subsequently cancel within the Cancellation Period, you will be charged for our reasonable costs for any work carried out. We may also make a deduction from any reimbursement for loss in value of any goods supplied if the loss is the result of any unnecessary handling.
- 7 Unless otherwise stated in these terms, if you cancel this contract, we will reimburse all payments received from you relating to the Service. We will make the reimbursement without undue delay and no later than 14 days after the day on which we are informed about your decision to cancel the Service. We will reimburse you using the same means of payments as you used for the initial transaction, unless you expressly agree otherwise; in any event you will not incur any fees as a result of the reimbursement.
- 8 We will make every effort to complete the Service on time and within the time slot we agree with you. Where this isn't possible, we will endeavour to give you as much notice as possible and rearrange the appointment with you.
- 9 We will need certain information from you that is necessary for us to provide the Service. We will request such information from you when you book the Service. If you do not provide us with this information, or you provide us with incomplete or incorrect information, we may make an additional charge to cover any extra work that is required. We will not be liable for any delay or non-performance where you have not provided this information to us after we have asked. It is your responsibility to ensure that before we start the work there is an adequate supply of gas, electricity and water.
- 10 **Creating Access and Reinstatement** – Upon arrival at your property, the engineer will attempt to locate the leak relating to your home's cold water system. If direct access is not available, for instance if there are floor tiles or floorboards in the way, the engineer will need to create access. If you want our engineer to do this, you will be asked to confirm it in writing while the engineer is at your property. **We will endeavour to provide the Service without causing unnecessary damage to your property: HomeServe will not be liable for any damage which may be caused to the property, its contents, fixtures, fittings, floorings or sanitary ware. We will fill any holes and leave the surface level but will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility.** If you do not want our engineer to create access, they will be unable to progress your job until you have arranged for access to be made.

- 11** Once the engineer has detected the leak and carried out the repair you will then have two options if reinstatement works are required:

 - Make a claim on your home insurance policy if your policy covers reinstatement work and proceed with making a claim should this be covered, or
 - Arrange and pay for the reinstatement work yourself.
- 12** **What do you need to do in preparation of our arrival?** Please make sure that the area that needs attending to (if known) is accessible and safe (i.e. clear of all household items) as if there is a health/safety risk we will not be able to do the job.
- 13** **What might stop us from doing the work?** During the appointment, we may have to suspend the Service if we are faced with technical problems or other issues (for example, asbestos) that we cannot deal with. Where this is the case, we will inform you immediately. You will be responsible at your cost for any work required to enable the Service to take place.
- 14** During the appointment, we may identify that additional work is required for the Service to be carried out. Where this is the case, we will inform you immediately and if there are any extra charges, we will agree those with you in advance.
- 15** If you do not own the property you will need to obtain the property owner's permission for us to carry out the Service. If the property is listed, please ensure that all necessary permissions have been obtained. We will assume that you have obtained any necessary permission prior to us carrying out any Service. We will not be liable for any loss or damage howsoever arising as a result of you not obtaining any required permission.
- 16** We will not be liable or responsible for any failure to perform, or delay in performance of, the Service where this is caused by an Event Outside Our Control, meaning any act or event beyond our reasonable control, including without limitation sickness, dreadful traffic or weather conditions or something similar. If an Event Outside Our Control takes place that affects the performance of our obligations under these terms, we will contact you as soon as reasonably possible to notify you and we will endeavour to provide the Service as soon as reasonably possible. You may cancel the contract if an Event Outside Our Control takes place and you no longer wish us to provide the Service.
- 17** **When will we arrive?** You will be provided an appointment time at the point you contact us and we have identified that you will need an engineer to come out to you.

- 18 If we have not provided the Service with reasonable care and skill, you can ask us to put the service right. If that is impossible or if that cannot be done within a reasonable time or without significant inconvenience to you, you have the right to a price reduction. Where you have already paid the full price, this will mean giving you some money back. If we have not provided the Service in line with information which you relied on then you can ask us to re-do the service until it is in line with the information we provided, and if that is impossible or would be inconvenient to you, you can ask for money back or a reduction in price.
- 19 If we have not complied with information we gave about us then you are entitled to money back or a reduction in price. You are also entitled to money back where we do not provide the Service within a reasonable time. Regardless of which right is breached, it is for you to prove that a Service is substandard, meaning that the Service provided did not meet the statutory rights under the Consumer Rights Act 2015.
- 20 The price quoted is inclusive of VAT. If the rate of VAT changes between your order date and the date we provide the Service, we will adjust the rate of VAT that you pay (unless you have already paid for the Product in full before the change in the rate of VAT takes effect).
- 21 We may cancel the contract for Service at any time with immediate effect by giving you written notice if you do not pay us.
- 22 We are not responsible for the following:
- a) any increase in your utility bills;
 - b) any repairs relating to vented & unvented cylinders, radiators, decorative towel rails, water storage tanks, cracked or leaking/damaged sanitary ware, boiler issues, tap replacements (except stock carried on engineers' van).
- 23 **Guarantee** - We guarantee any repair done and any materials which we provide for a period of 12 months from the appointment. This means that if any problems occur after the completion of the repair and they are the result of any faulty workmanship, we will remedy those problems at no cost to you. Likewise, if any materials we supply are faulty, we will replace them free of charge. We then guarantee any additional work carried out, or additional materials provided, but only until the date that is 12 months from the original appointment.

24 Please note, however, that our guarantee is subject to the following:

- a) Where the work involves a blocked drain or the flushing of a central heating system, the 12 month labour and parts guarantee is not applicable. So if any further blockages or flushings arise you'll need to pay for us to come and sort out the issue.
- b) We will not remedy any problems with materials or parts where they have been purposely or accidentally damaged. Nor will we remedy any problems where it relates to materials or parts you have provided.

HOW WE USE YOUR INFORMATION

You give us information about yourself when you book an appointment. We'll keep that information safe and secure and only process it in accordance with the Data Protection Act 1998. We may pass your information on to our own group companies, tradesmen and other third parties for training and statistical analysis. We, or they, may also use your information to contact you via the telephone, post or email with products, services and/or promotions that we think may be of interest to you. If you do not wish to be contacted with any promotions please call us on 0800 783 9866, email us at support@leakbot.io or speak to us via your LeakBot online account using the "Chat" function.

1 **How to make a complaint** – We aim to provide you with a high standard of service but from time to time things may go wrong. When we receive complaints we investigate them at once and every effort is made to resolve them to your satisfaction. If you have a complaint, please phone 0800 783 9866, email us at support@leakbot.io or speak to us via your LeakBot online account using the "Chat" function.

2 **The law that applies** – This agreement is governed by the laws of England. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. All correspondence will be in English.

3 Should you have any queries please call us on 0800 783 9866, email us at support@leakbot.io or speak to us via your LeakBot online account using the "Chat" function.

4 Nothing in these terms will affect your statutory rights.

SUMMARY OF YOUR LEGAL RIGHTS

This is a summary of your key legal rights. These are subject to certain exceptions.

For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

With regard to the Service, which is a “service” under the Consumer Rights Act 2015, the Consumer Rights Act 2015 says:

- you can ask us to repeat or fix a service if it’s not carried out with reasonable care and skill, or get some money back if we can’t fix it.
- if you haven’t agreed a price upfront, what you’re asked to pay must be reasonable.
- if you haven’t agreed a time upfront, it must be carried out within a reasonable time.

LEAKBOT PRIVACY POLICY

WHO ARE WE?

Welcome to LeakBot, a HomeServe Labs Ltd innovation, which is owned by HomeServe PLC and located at Cable Drive, Walsall, WS2 7BN. HomeServe PLC and all of our subsidiary companies believe it is important to protect your personal data and as such, we are committed to making sure you receive the service you expect while ensuring we protect your privacy.

This privacy policy describes what information we collect from you and how this information is used to deliver our services. This policy also describes the security controls we have in place to safeguard your privacy.

This information is important so please do take a minute to read it.

HOW WE'LL GET IN TOUCH

We will ask you to provide an email address and mobile number during registration so that we can help you manage your LeakBot. This includes sending alerts if LeakBot finds a leak, updates on any changes to the way LeakBot works or providing information on additional services should LeakBot find a leak at your property.

Whenever we collect your personal information, we will give you the opportunity to let us know how you would like to hear from us in the future. We respect your privacy and promise not to inundate you with marketing messages but we also understand if you prefer not to receive such material.

You can change your preferences at any time by writing to us at the address provided in the 'Requesting access to/amending personal information' section below or by contacting our customer service team on 0800 783 9866. You will also find an unsubscribe link on the bottom of every marketing email we send.

It can take up to 30 days before you will stop receiving marketing material due to pre-planned or ongoing activity, we apologise for any inconvenience this may cause.

WHAT INFORMATION DO WE COLLECT?

When you register your LeakBot, we'll ask for certain basic information like your name, the address of where you're installing LeakBot and your email address and mobile phone number. This information is used to personalise your LeakBot experience and so that LeakBot can alert you if it locates a leak at your property or you need our help to arrange a repair.

We may also ask for or collect additional information to ensure LeakBot can operate effectively or if your delivery address is different to the address where LeakBot will be installed.

Examples of the types of personal information we usually collect are:

- Name
- Address (payment address and installation address)
- Telephone number (including mobile)
- Email address
- Property type (flat, house etc.)
- Any additional requirements such as large print or Braille documentation
- I.P. address for your device (if visiting our website or using our app)

(Please note that this is not an exhaustive list).

HOW WE USE THE INFORMATION WE COLLECT

We use the information we collect in the following ways:

- To alert you if LeakBot identifies a leak
- To help us identify you when you call us or use our website or mobile app
- To deal with any purchases for products or services that you make (which may include contacting you about them)
- To notify you about any changes to LeakBot or our service
- To carry out statistical analysis to help improve the way LeakBot works, this may require us to share information with our subsidiary companies
- To help prevent and detect debt, fraud and loss
- To help train our staff
- To ensure that the content of our website and our mobile app are presented in the most effective manner for you and your device
- To contact you by post, email, phone or SMS with information about products, services and special offers that we feel may be of interest to you, unless you have requested otherwise;
- Or ask you to participate in market research or one of our customer satisfaction surveys

SHARING DATA WITH THIRD PARTIES

We work with a number of carefully selected partners including insurance companies who introduce LeakBot to their customers.

Under these agreements we share certain information relating to the LeakBots that have been offered/sold to the customers they have introduced, including:

- The post code of the property where LeakBot was installed
- When the LeakBot was activated
- Whether a leak has been identified
- How quickly a leak was identified after LeakBot was installed
- Whether a leak was rectified and in what timeframe

(Please note that this is not an exhaustive list).

We respect your privacy. We do not share your data with any third parties for marketing purposes but on occasion and in addition to the above, we may pass your Information to a limited number of third parties for the following reasons:

- We have vendors, service providers, and technicians who help with some of our processing and storage. They may also assist with monitoring our servers for technical problems. These technicians (as well as LeakBot employees) can access certain information about you or your account in line with this work but these technicians are not allowed to use this data for non-LeakBot purposes.
- If we buy or sell any business or assets in which case we may disclose your information to the seller or buyer of such business or assets
- If we are under a duty to disclose or share your personal information to comply with any legal obligation or in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies, governmental departments and organisations for fraud protection and credit risk reduction.
- We may share non-personal information (for example, aggregated or anonymised customer data) publicly and with our partners. For example, we may publish trends about leak locations or frequency in a particular area or style of property. This information may also be shared with other companies within the HomeServe group to help them better understand the potential for leak identification and management, identify product or service opportunities or help us generally improve our system. We may also share non-personal information with our partners, for example, if they are interested in providing incentives or special offers. We take steps to keep this non-personal information from being associated with you and we require our partners to do the same.

REQUESTING ACCESS TO/AMENDING YOUR PERSONAL INFORMATION

If you believe the information we hold about you is incorrect and needs to be amended or you would like to request a copy of the information we hold please either contact our customer service team on 0800 783 9866 or email us at privacy@homeserve.com or you can write to us at the following address:

Freepost RLYC-LXAL-GEEH
Data Protection Officer
HomeServe Plc
Cable Drive
Walsall
WS2 7BN

We will require a small fee of £10 to cover the cost of collating and providing this information and we may also require proof of your identity before any information can be released. On receipt of such proof we will provide you with a readable copy of the personal data that we hold within 40 days. We reserve the right to refuse to provide copies of personal data but will give reasons for our refusal.

HOW WE PROTECT YOUR INFORMATION

We do our best to maintain the highest standards of security, encrypting your personal information using Secure Sockets Layer SSL, 128 bit encryption services, however even with this the transmission of information via the internet is not completely secure.

WHERE WE STORE YOUR INFORMATION

The information that we collect from you may be transferred to and stored at a destination outside the European Economic Area ('EEA'), for example some of our IT systems are run on servers hosted in the USA. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this privacy policy.

LEAKBOT COOKIE POLICY

We would like to ensure that all visitors to our website understand exactly what cookies are used to run Leakbot.io and how these affect you as a visitor to our website.

Here you can learn more about website cookies and how to manage your cookie settings via your internet browser.

WHAT ARE WEBSITE COOKIES?

A cookie is a small text file which is stored by your internet browser when you visit a website.

Cookies are generally used to find out about and monitor your browsing preferences and activity. For example, Leakbot.io may hide or display different types of information to you based on your previous visits to our website.

Most of the time, your browsing experience is likely to be enhanced through the use of cookies. For example, some types of cookie are used to enable the visitor to watch videos or complete online surveys, whereas others suggest products to a user based on their previous browsing or purchasing history.

HOW DOES LEAKBOT.IO USE COOKIES?

Leakbot.io uses a range of cookies to enable us to collect information about visitors to our website. This includes information such as visitor numbers to each of the pages on our site and whether you visited our website via a search engine (such as Google or Bing). We may also use cookies to ensure you see relevant pages based your leak alert status and on actions you've taken previously.

COOKIES AND YOUR PRIVACY




Cookies allow us to collect information about visitors to our website in an anonymous manner. If, for any reason, we do wish to obtain personal information which may identify you, we will obtain it in a clear and fair manner and also explain what we plan to do with your information. Please see our [Privacy Policy](#) for further information.

HOW TO CONTROL YOUR COOKIE PREFERENCES

You have full control over your cookie preferences for each website you use. You can use the table below to identify your internet browser, then follow the instructions to alter your cookie preferences. For browsers not listed in the table below, we recommend that you refer to the 'help' menu in your chosen browser.

Please be aware that:

- You will need to alter your cookie settings for each type of browser and device which you use to browse our website.
- By removing certain kinds of cookies, you may miss out on future offers and advertisements from HomeServe.com which may be of interest to you.
- You may not be able to use all of the interactive features on our website (such as viewing DIY help and advice videos) if cookies are disabled.

BROWSER	EDITING YOUR COOKIE PREFERENCES
 <p>Google Chrome</p>	<ol style="list-style-type: none"> 1. Click the spanner icon on the browser toolbar 2. Select 'Settings' 3. Click 'Show advanced settings' 4. In the 'Privacy' section, click the 'Content settings' button 5. In the 'Cookies' section, you can change the following cookie settings: <ul style="list-style-type: none"> • Delete cookies • Block cookies by default • Allow cookies by default • Make exceptions from specific cookies or domains
 <p>Firefox</p>	<ol style="list-style-type: none"> 1. From the 'Tools' menu select 'Options' 2. Select the 'Privacy' tab 3. Select the 'Cookies' option if available, otherwise select 'Use custom settings for history' from the 'Firefox will' drop down menu 4. Choose your preferred cookie settings
 <p>Internet Explorer 7+</p>	<ol style="list-style-type: none"> 1. From the 'Tools' menu, click 'Internet Options' 2. Select the 'Privacy' tab 3. Move the slider to your preferred level of privacy 4. For more detailed cookie options, click on 'Advanced' and check the 'Override automatic cookie handling' box, then modify your settings

Please be aware that:

- You may not be able to use all of the interactive features on our website if cookies are disabled.
- You will need to alter your cookie settings for each type of browser and device which you use to browse our website.

FURTHER COOKIE INFORMATION

More information on website cookies and the ways in which you can delete and control cookies on your computer is available from www.aboutcookies.org.

EU DECLARATION OF CONFORMITY

LeakBot

HomeServe Labs, Cable Drive, Walsall, West Midlands, WS2 7BN, UK

This declaration of conformity is issued under the sole responsibility of the manufacturer



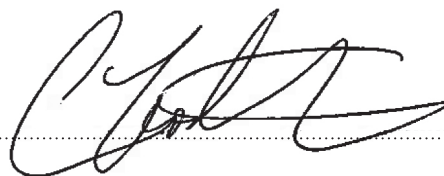
The object of the declaration described above is in conformity with the relevant
Union harmonisation legislation: Directive 2014/53/EU

ETSI EN 300 220-2 v2.4.1

ETSI 301 489-3 v1.6.1

EN 62368-1 : 2014

Signed for and on behalf of:



Craig Foster
Connected Homes Director
HomeServe Labs

