



Hive Link – terms for loved ones

About this document

Please read this document. It sets out the terms which apply to the Hive Link service, and it explains how we use your data to provide the service.

These terms are legally binding, so please make sure you read them through and ask any questions before you sign them.

In this document, “we”, “us” and “our” means Centrica Hive Limited, the company name of Hive.

About Hive Link

Hive Link lets someone who cares for you check in on you, securely, through their smartphone.

With your permission, we will install Hive Plugs, Hive Motion Sensors and Hive Window or Door Sensors, and a Hive Hub – which connects to your broadband router – in your home. These smart devices detect how and when you move around your home and use certain appliances, and they send that information to us, so that we can share that information with your family member or friend who’s connected to you via Hive Link so that they can check in on you. We can also get to know your normal daily routine, for example, that you usually boil your kettle at 07:00 and again at 11:00. That information is then added to the activity log on the Hive app of your family member or friend. They then get the peace of mind that you are going about your day as usual.

If we think your smart devices have spotted that you are not following your usual routine in the morning, at night or if the front door has been left open longer than normal, Hive Link will send a notification to your family member or friend via Hive Link, so that they can check that you are okay. Or they can send a notification to someone else in your “Circle” (the wider group of your family and friends who are connected via Hive Link).

You do not have to pay anything

You do not have to pay us anything under these terms.

Dos and don’ts

Unless you want to stop the Hive Link service from working, please don’t remove, unplug, take apart, or try to open any Hive Link devices, or switch off your router or stop it connecting to the Internet.

Please let any other residents in your home know about Hive Link, and tell them not to do any of the above things.

There are limits to what Hive Link can do

Hive Link tries to learn your normal routine and then spot things which look unusual. After installation, it takes up to two weeks to learn enough about you to be able to do this. It does not, and cannot, spot every situation in which you might need help.

Hive Link uses the Internet to receive data from the devices in your home, and to send notifications to your family member or friend. Sometimes, things do not work properly, and data may not reach us, or there may be a delay to the delivery of a notification.

We will do our best to keep the Hive Link service running but we do not guarantee that the service will be fault free, or that it will be available at all times, or that that all messages and notifications will be delivered. We will try to tell your family member or friend if we know that something is not going to work for a long period, but it may not be possible to do so.

Your family member or friend is responsible for arranging help or assistance for you, we cannot do this or respond directly to notifications.

Things we are responsible for

We do not exclude or limit our liability where it would be unlawful for us to do so.

We are responsible for any loss or damage you suffer that is a foreseeable result of our failing to comply with these terms or to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.

Things we are not responsible for

We are not responsible for any costs, loss or damage that you or anyone else suffers as a result of any of the following:

- you or anyone else not using any Hive products in line with our instructions, including any user guides
- problems caused by your or anyone else's smartphone or other equipment
- unauthorised use of your Hive products
- use or misuse, by you or anyone else, of the data collected by a Hive product or service
- our failure to send, or your or anyone else's failure to receive, a notification to you or anyone else in relation to any Hive product or service
- your or anyone else's failure to take action as a result of receiving a notification from a Hive product or service
- anything outside our reasonable control
- any accidental damage to your Hive products you or someone else has caused
- any personal injury or death unless it is caused by our own negligence.

Final things

Only you can benefit from, or enforce, these terms.

If any section of these terms is found to be void or unenforceable by a court, only that section will be removed, and the rest of these terms shall continue to apply as if that section were not included.

These terms are governed by the laws of whichever country your property is in, i.e. England and Wales or Scotland.

Hive Link and your data

How Hive Link uses your data

We use the information we collect from the Hive Link devices, and the decisions we make, to provide the Hive Link service – this is necessary to carry out our contract with you. All our privacy information is at www.hivehome.com/privacy.

You can stop Hive Link at any time

You are in control, and you can stop Hive Link collecting your data at any time by unplugging either of the cables from the Hive Hub unit. We will show you how to do this.

You can also contact us by calling **0333 202 9614** or emailing help@hivehome.com to tell us that you no longer want the Hive Link service.

Yes, please go ahead

I agree to the terms above, and I would like you to install and run Hive Link and give my family member or friend and any Circle members access to it.

Your name:

Your signature:

Date:

(We will keep an electronic copy of this document. We will leave this paper copy with you).

December 2018