



Introducing Hive Link

Hive Link is our new smart service designed to give peace of mind to families looking after their loved ones – by using something we carry in our pockets every day: our smartphones.

Hive Link provides a reassuring safety net: it enables you to know that your loved one is getting on with their day as usual, even when you can't be there in person.

How can Hive Link help me?

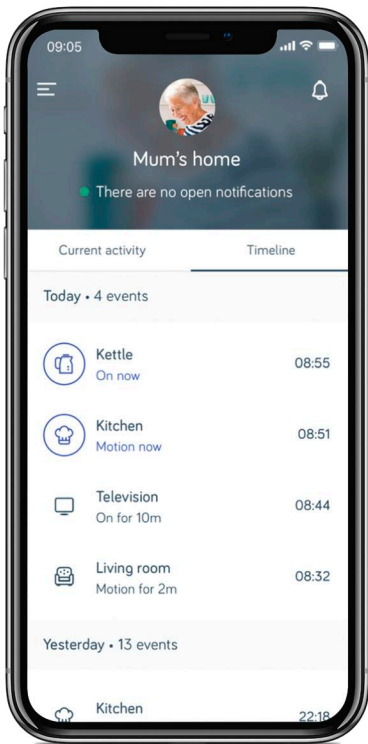
For anyone looking after a loved one, Hive Link helps provide peace of mind wherever you are:

- **Stay in the know:** with notifications to your smartphone if anything unusual to your loved one's morning or night time routine happens or if their front door has been left open for longer than normal.
- **Daily reassurance at a glance:** check your loved one's activity log at anytime, just tap the Hive app.
- **Share the caring:** set up a circle of friends and family who also get notifications, so someone can always be on hand to help.
- **Professional hassle-free home set-up:** from a trusted British Gas engineer.

How can Hive Link help my loved one?

With Hive Link your loved one gets reassurance – in a way that lets them get on with their day:

- **A reassuring safety net:** Hive Link is there in the background to give you both a little extra peace of mind.
- **Support in the background:** offering reassurance without cameras, anything to wear or anything else that gets in the way.
- **Love living at home:** Hive Link means your loved one can enjoy their home on their terms, without changing the way they live.



How does Hive Link work?

- 1. Professional set-up:** A trusted British Gas engineer will set up Hive Plugs and Sensors in your loved one's home, personalising the set-up for the rooms and appliances used the most. It isn't disruptive and only takes about 90 minutes.
- 2. Activity Log:** Hive Link also provides real-time updates – such as when the kettle's being used or the front door opened. Check these any time in your Hive app for reassurance that things are as they should be.
- 3. Learning period:** After just one week, Hive Link will have got to know your loved one's daily morning and night time routines – including things like what time the kettle is normally boiled in the morning.
- 4. Notifications:** If anything changes from these morning or night time routines, or if the front door is left open longer than usual, Hive Link will send a message to your smartphone.
- 5. Circle:** In the Hive app you can set up a circle of family, friends or neighbours. They can also receive and respond to notifications and view the activity log-in the Hive app.

All this means a little more reassurance for you, and more peace of mind for your loved one. So when you do pick up the phone it can be less about checking in – and more about catching up.

What you'll need:

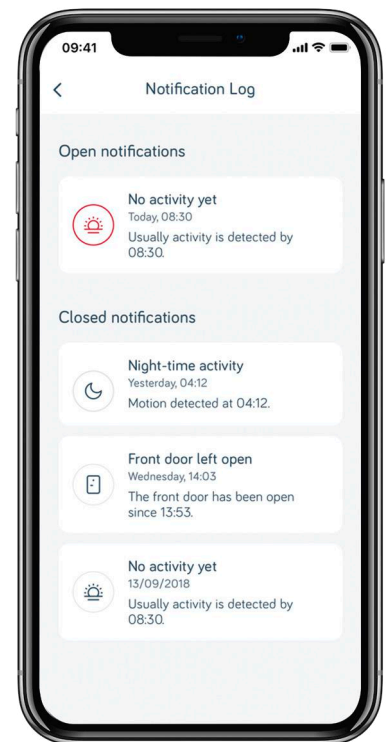
1. The home in which Hive Link is being set up needs to have broadband with a spare Ethernet port on the router and a spare power socket nearby for the Hive Hub.
2. Anyone using the Hive app can do so on any Apple iPhone or iPad, Android phone or tablet with an up to date operating system. (Version 10.0 and above if you have an Apple device and Version 5.0 and above if you have an Android device. You can check which operating system your smartphone uses in your phone's settings menu).

Is Hive Link secure?

Yes. We take our responsibility to safeguard customer data very seriously, and we have robust measures in place to keep data safe. View our privacy notice at hivehome.com/privacy

Can we cancel it?

Yes. There is no minimum term for joining Hive Link. There is however a small cancellation fee if the service is cancelled within the first 6 months.



Discover more about Hive Link

We'd love to speak to you about Hive Link:

Call us on **0333 202 9614** (8am-9pm Monday to Sunday).

Or visit hivehome.com/hivelink