SYNCERA APP TERMS

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Syncera UK Ltd · registered in England and Wales, company number 17170367 · registered office 2 High Street, Poole, England, BH15 1BW

Terms of Service for the Syncera app.

These are Syncera's Terms of Service for your account in the Syncera app at app.syncerauk.com ("your account"). You accept them when you tick the box, as you open your account, that says you agree to Syncera's Terms of Service. If you opened your account under an earlier set of terms (our Member terms), these terms replace them for your account. They are published at syncerauk.com/legal/app-terms.

If you have a Syncera Mobile plan, your mobile service is governed by its own terms at syncerauk.com/legal/mobile-service-terms ("your mobile terms") and your contract summary. Nothing here changes them, and if the two ever disagree about your mobile service, your mobile terms win.

1. Who we are.

Syncera UK Ltd, a private limited company registered in England and Wales (company number 17170367), registered office 2 High Street, Poole, England, BH15 1BW. "We", "us" and "Syncera" mean that company. Write to us at Syncera UK Ltd, 20 Wenlock Road, London N1 7GU, or email hello@syncerauk.com.

2. What the app is.

The app is a free account. In it you can see your Syncera Mobile plan and your bills, read our guides, ask to cancel, and message our team. There is no charge for the app and no charge for joining.

What you see about your plan and bills comes from our records and those of our network partner, the wholesale supplier we buy from. It can take up to a day to catch up; if something looks wrong, tell us. The app is a view of our records, not your contract: what you agreed is in your contract summary and your mobile terms. You can question any bill through our complaints code at syncerauk.com/mobile/complaints.

3. Who can have an account.

You must be **18 or over**, and the account must be yours. One account per person. You don't need a Syncera Mobile plan to have one.

4. Signing in.

You sign in with Google or with a link we email you. After buying Syncera Mobile at one of our stands, you can also sign in by scanning the QR code our tablet shows you. It works once, within 60 minutes. There is no password. Keep your email account and your phone secure: anyone who can open your email, or your Google account if you sign in with Google, can open your account. Tell us straight away at hello@syncerauk.com if you think someone else has got in.

We match your account to your Syncera Mobile order by the email address on the order. If you ordered with a different address, add it under Profile › Your details › Emails and open the link we send it (it works once, within 24 hours).

5. Using it fairly.

Use the app for yourself, honestly and lawfully. Don't try to get into anyone else's account, break or overload the app, or copy it. Be decent to our team when you message us — they are people.

6. Messages and notifications.

If you message us in the app, we reply in the app within one working day, usually sooner. AI may help us answer, and you can always ask for a person.

We only send you marketing (news and offers by email) if you ticked the box to say yes. Saying no never affects your account. You can stop at any time: use the link in any marketing email, turn off marketing in Profile, or tell us in a message in the app or at hello@syncerauk.com. A stop you send us by reply, message or email is recorded before any further marketing email can go.

Notifications are separate. For a Syncera Mobile account, the only one the app sends tells you our team has replied. The app asks first, then your phone or browser asks, and you can turn them off at any time in your phone's or browser's settings.

7. Your information.

How we use your information is in our privacy notice at syncerauk.com/legal/app-privacy. In short: we use your information to run your account and answer you, and, only if you said yes, to send you news and offers. You can delete your account at any time, but some records must be kept for a while (clause 8). For your data rights, write to privacy@syncerauk.com, or ask us in any of the ways in clause 1.

8. Ending your account.

You can delete your account at any time with Delete my account, in Profile. That deletes your sign-in and your account, and we stop sending you marketing. We still write to you where we must: about a cancellation or complaint you have made, and, if you have a Syncera Mobile plan, what your mobile terms and the law require (for example, notices about your contract). If a cancellation or complaint has no email address on it, we still act on it, and a manager phones you instead.

Some records stay for as long as the law or the service needs them, such as your order records, your messages and complaints, and a record of what you agreed to and any request to stop. Our privacy notice lists what goes, what stays and for how long. Deleting your account does not withdraw a cancellation or complaint you have already made.

Deleting your account does **not** end a Syncera Mobile plan. Your mobile terms say how to do that: "I want to cancel" in the app's Help, the form at syncerauk.com/mobile/cancel, email, post, or in person at one of our stands. If you are still within your 14-day cancellation period, telling us in any clear way is enough. Your mobile terms say what notice applies.

If you have no live Syncera Mobile plan and have not used your account for 2 years, we may delete it, as our privacy notice says. You can open a new one at any time.

We may suspend or close your account straight away if you seriously or repeatedly break clause 5, or if the law requires it. Otherwise we will give you reasonable notice first. Either way we will tell you why, unless the law stops us, and you can ask us to look again. Closing your account never affects your mobile service.

If your account is closed, or the app is unavailable, you can still do everything your mobile terms allow. You can give notice or complain by email at hello@syncerauk.com, by post or at one of our stands. You can get a PAC or STAC by texting PAC to 65075 or STAC to 75075, or by asking us by email or at a stand.

9. If something goes wrong.

We look after the app with reasonable skill and care, but it may sometimes be unavailable — for maintenance, or for reasons outside our control. If we break these terms, we are responsible for loss you suffer that was a foreseeable result. We are not responsible for losses that were not foreseeable. The app is free and for your

personal use, so we are not responsible for business losses. Nothing in these terms limits what we owe you for death or personal injury caused by our negligence, for fraud, or under your legal rights as a consumer.

If you're unhappy, tell us in a message in the app or at hello@syncerauk.com. It counts as a complaint from the day you tell us. Complaints about your mobile service follow our complaints code at syncerauk.com/mobile/complaints, which also explains your right to take it to CISAS, the independent adjudicator.

10. Changes.

We may change the app, or stop offering it. If we stop, we will give you reasonable notice first, and it will not affect your mobile service or the other ways to reach us in clause 8.

We may update these terms. If a change affects you, we will tell you in the app or by email at least 14 days before it takes effect. If you don't want to carry on under the new terms, you can delete your account before then, at no cost, and the terms you agreed to apply until you do. If you keep your account after that date, the new terms apply to you. The version you agreed to is recorded with your account.

This clause covers these app terms only. Changes to your mobile contract follow your mobile terms.

11. The law.

If part of these terms turns out to be unenforceable, the rest still applies. No one other than you and us has any right to enforce these terms. Your account is personal and you cannot transfer it.

The law of England and Wales applies, and the courts of England and Wales have jurisdiction. If you live in Scotland or Northern Ireland you can bring proceedings in your own courts, and you keep the protection of the mandatory rules of the law where you live.