

# Telia Turvapaketti

## Service description

This service description explains what your service contains. The service description is part of your Telia Turvapaketti agreement.

### General description

Telia Turvapaketti is a service designed for Telia Finland Oyj's ("Telia") consumer customers, and it protects your smartphone, tablet, or computer from viruses and malware. Telia Turvapaketti can be used to secure your banking activities and your browsing across different websites. Telia Turvapaketti also helps you secure the internet use by the whole family.

The password vault in Telia Turvapaketti allows you to securely create, store, and process your passwords and user IDs for different services. Automatic credentials completion allows you to log in faster to online services. You will also be informed if you have used the same passwords several times or if they are weak, so that you can create strong passwords in place of them. Monitoring your personal data will alert you if personally identifiable information you have configured for monitoring is revealed in data breaches.

With Telia Turvapaketti's VPN feature, you can protect your privacy and your browsing experience, such as on public Wi-Fi networks, or change your virtual location.

### Set-up and use

You can subscribe to the Telia Turvapaketti product you want through Telia's sales channels, online service or customer care. A contract for Telia Turvapaketti is concluded once Telia has accepted your order.

Once your order has been processed, you will receive a set-up message that will allow you to install Telia Turvapaketti. You may need your Mobile ID or online banking credentials during set-up. You can download the software to the device to be protected by clicking the installation link in the message. You will also receive a message whenever you update your Telia Turvapaketti subscription. Telia Turvapaketti software is based on F-Secure Corporation's ("F-Secure") Total product. The use of the software is subject to F-Secure's terms of use, available at <https://www.f-secure.com/fi/legal/terms>

Telia attends to the invoicing and customer service. You yourself are responsible for downloading and installing the application. Telia Turvapaketti must be installed in all devices to be protected. You can add and manage users and devices with the Telia Turvapaketti software or after logging in to Minun Telia at telia.fi. You can also manage your Telia Turvapaketti subscription in Minun Telia.

Telia Turvapaketti's security features are maintained with updates. Software updates for Windows or MacOS computers take place automatically when an internet connection is active. On smartphones and tablets, you need to ensure that your device receives software updates manually or automatically.

Any data costs related to the download and updates of the software will be invoiced according to the agreement and price list of your subscription.

### Limitations

Telia Turvapaketti is not available for Symbian, Windows Phone or Chromebook devices. Apple's iOS operating system does not enable antivirus and malware protection. The hardware and operating system requirements valid at any time for using Telia Turvapaketti can be found at <https://www.telia.fi/turvapaketti> (in Finnish).

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Depending on your subscription, only a certain number of devices can be protected by Telia Turvapaketti. You can check the number of devices you can use to in the Telia Turvapaketti software or your order confirmation.

The Telia Turvapaketti features available to you may vary depending on the Telia Turvapaketti product you have ordered. You can check the features available to you in the Telia Turvapaketti software or in your order confirmation.

Telia Turvapaketti is intended for consumer customers only for private, non-commercial use.

### Invoicing

The service is subject to the charges indicated in the price list valid at any given time. The invoicing period is one (1) month, and the monthly charges are invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice ends.

### Telia's liability for defects

Telia is responsible for errors in the service in accordance with applicable legislation, such as the Consumer Protection Act.

### Right of cancellation and termination

If you have ordered the service by phone or online, you can cancel the order by contacting Telia's customer care or at [telia.fi/peruutus](https://telia.fi/peruutus) within 14 days from the receipt of the order confirmation and service description. In such cases, however, Telia has the right to charge reasonable compensation for the service used.

The agreement on the service is valid until further notice. The customer's period of notice is two weeks. Notice of termination can be submitted to the Telia customer care or online at [telia.fi](https://telia.fi)

### Processing of personal data

Telia is the controller of personal data and processes personal data in relation to the service order process and invoicing, as well as for other purposes as described in Telia's privacy notice at <https://www.telia.fi/tietosuojia>

F-Secure acts as the controller of personal data and processes your personal data for the purpose of delivering the service, application and its features, and for other purposes as described in F Secure's privacy policy at <https://www.f-secure.com/fi/legal/privacy/statement>

Telia and F-Secure may disclose personal data between the companies if it is necessary for the purpose of providing the service, invoicing or administration.

### Other terms

In addition to the terms and restrictions provided in the order confirmation and this description of services, the service is subject to Telia's general delivery terms for consumer customers, which can be found at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset>