

# Telia Turvapaketti

## Service description



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

Telia Turvapaketti is a service designed for Telia Finland Oyj's ("Telia") consumer customers, and it protects your phone, tablet or computer from viruses and malware. It prevents malicious sites from launching and helps you make sure your children are safe online.

### General description

Telia Turvapaketti is designed to protect your smartphone, tablet or computer. You can add and manage users and devices with the Telia Turvapaketti application or after logging in to Minun Telia at [telia.fi](https://telia.fi). You can also manage your Telia Turvapaketti subscription in Minun Telia.

Virus and malware databases will be updated automatically whenever you are connected. Any data costs related to the application download and updates will be invoiced according to the price list of the subscription. 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. 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 Telia ID, Mobile ID or online banking credentials during set-up. Click the installation link in the message to download the application to the device to be protected. You will also receive a message whenever you update your subscription. The application is based on F-Secure Corporation's ("F-Secure") Safe product and application. Its use is subject to F-Secure's terms of use, available at <https://www.f-secure.com/fi/legal/terms>.

Depending on the information security product you choose, your Telia Turvapaketti subscription may also include other features, such as identity protection and password vault, as well as the separate F-Secure Freedom VPN service. With identity protection, you will be notified if your personal data is exposed in a data breach. With the password vault, you can store and access your passwords securely with your various devices. You can check the features available to you with the Telia Turvapaketti application or in your order confirmation. For the F-Secure Freedom VPN service, you will receive a separate commissioning message.

### 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. Telia Turvapaketti Mini can be installed in up to three devices. The maximum number of devices that can be installed with Telia Turvapaketti Premium is 25. You can check the remaining number of devices with the Telia Turvapaketti application.

### 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 can be invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice ends.

### 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.

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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 your personal data in relation to the service order process and invoicing and for other purposes as described in Telia's privacy policy at <https://www.telia.fi/tietosuoja>.

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 any terms and restrictions included in the order confirmation and this service description, the service is also subject to Telia's general delivery terms for consumer/business customers concerning services.