

OZ Digital Solutions hereafter in this service agreement will be referred to as OZDS.

SERVICE GUARANTEE FORM

Support Software Tool and Remote Access.

- During a Services session, OZDS may (i) ask You to install certain support software on Your device by downloading the support software from the Site and/or (ii) ask for Your permission to use the remote assist tool through the OZDS service representative to enable OZDS to remotely access and take control of Your device; and/or (iii) utilize certain third-party support software on Your device, which will be removed upon the completion of the Service session.
- The support software (including any third-party support software) and any chosen remote assist tool are not owned by OZDS or applicable third-party licensors or suppliers and may be collectively referred to as the “Support Software Tool” in the Terms.
- The Support Software Tool will be used to analyze, diagnose, resolve more difficult problems and/or provide system optimization functions. You may use the Support Software Tool only as part of or for use with the Service and for no other purpose. By electing to receive support, you agree to allow OZDS to use whatever Support Software Tools deemed necessary to repair your device, including remote access.
- You understand that if remote access is used, there will be no residual software from the Service session remaining on your device at its conclusion; however, there may be a report created by xml or flash.
- OZDS may but has no obligation to monitor and record Services sessions, including telephone calls and online sessions for the purposes of improving customer service, internal training and internal market research.
- You hereby grant permission to OZDS to monitor and record the Services and to use or disclose any information as necessary or appropriate information to satisfy any law, regulation or other governmental request upon the Company; to provide the Services to You or other users and to enhance the types of Services OZDS may provide to you in the future.
- You also grant OZDS permission to combine your information with that of others in a way that does not identify you or any individual personally to improve the Services, for training, for marketing and promotional purposes, and for other business purposes.

Privacy Data Protection

- When You request the Service, the following information will be collected and sent from Your device to OZDS via an Internet connection: • The information provided by You to our OZDS service representative over the phone or entered into by You On the online interface (Web page) when requesting the Services; and • The type and version of operating system and Internet browser used by Your device.
- During Your Service session, if a Support Software Tool is installed, the following information may be collected by the Support Software Tool and sent to OZDS via secured connection: • The number of files scanned, threats found, and threats fixed by the Support Software Tool; • The type of threats found; • The number and type of threats remaining that have not been fixed by the Support Software Tool;
- Whether a firewall is active, The security showing either a good/fair/poor status of the devices performance as determined by the Support Software Tool • Installed programs and active processes information; and • Application log file information and registry data.

- **Your personal data files will not be touched nor copied during your “log-me-in” session.**

1. Virus Protection Promise

Virus Protection Promise includes a virus removal service provided by an OZDS representative. In the unlikely event that OZDS is unable to remove the virus from your device, you may be entitled to a refund of the subscription or services.

2. Full Optimization Promise

Full Optimization Promise includes tuning, cleaning and removal of junk files, unwanted extensions, unwanted software and other necessary process. With respect to achieve complete optimization, OZDS may use software which may/may not be owned by OZDS.

3. Software Installation Promise

Software Installation Promise includes installation of different paid software to be provided by OZDS. The installed Software might not be owned by OZDS. The choice of such Software would be done entirely at the discretion of a customer. A customer may choose to not continue with the installed software in future and can switch to other software with/without informing OZDS.

OZDS would pay for any such software till a customer is no longer with the guarantee tenure.

Any software installation from OZDS would be done only after an authorization given by the customer.

The authorization consent is stated at the bottom of the form which must be duly signed by customer before and after installation of the software.

4. Fixing Primary Issue Promise

The Primary issue will be defined with our OZDS technician that was the concern of the customer in the first instance, with our desire to remove the frustration you are already having with your device. After **determining** the issue, a time frame would be given in advance to resolve the issues. The time allowed for the service would be mentioned in the guarantee form. Upon the successful completion of the case, a customer would sign the time form and see that the case has not been extended without their approval that might incur extra costs. Also, a customer must provide feedback from a registered email sent to them to close the case.