

Care-on-Call™ Service
Additional Guidelines for eCare Link® Mobile App Users
(English Version)

In addition to the Care-on-Call™ Service (“Service”) User Guidelines, eCare Link® Mobile App Users (“Users”) shall comply with the following additional guidelines:

1. eCare Link® Mobile App can only be used with selected models of smartphones (iOS platform with iOS 11 or above, Android platform with Android 6 or above). Users can refer to the website of Senior Citizen Home Safety Association (“SCHSA”) (<http://www.schsa.org.hk>) for smartphone models which have been positively tested by SCHSA. If the user uses a smartphone model that has not passed SCHSA test, it may not be able to receive the service properly, and SCHSA is not liable for any consequences.
2. The User understands and accepts that the normal operation of eCare Link® Mobile App requires the following:
 - Stable mobile voice calls and data networks ;
 - The proper operation of smartphones (including, but not limited to, adequate and stable power supply). Users should charge the phone every day. If the mobile phone parts are damaged or have aged, please repair as soon as possible ;
 - Users must :
 - (For IOS and Android phones) turn off low power mode and data usage management mode at their phones settings. Otherwise SCHSA will be unable to provide (i) location search service, (ii) proactive monitoring of user’s status and (iii) low battery alert as part of the Vigilance Service.
 - (For IOS and Android phones) make sure that eCare Link® Mobile App continues to run in the background of the phone and is allowed to use data. Otherwise SCHSA will be unable to provide (i) location search service, (ii) proactive monitoring of user’s status and (iii) low battery alert as part of the Vigilance Service.
 - (For IOS and Android phones) keep phone battery level above 20%. Otherwise SCHSA will be unable to provide (i) location search service, (ii) proactive monitoring of user’s status and (iii) low battery alert as part of the Vigilance Service.
 - (For Android phones) permit eCare Link® Mobile App to access its dialing and call management function of your phone. Otherwise (i) the SOS request

function of eCare Link[®] Mobile App will be disabled, and (ii) SCHSA will be unable to make emergency burst call to Users as part of the Vigilance Service.

- (For Android phones) permit eCare Link[®] Mobile App to be the default communication application of your phone. Otherwise (i) in case of SOS requests, the automatic redial function to SCHSA call centre and automatic forwarding to 999 will be disabled, and (ii) SCHSA will be unable to make emergency burst call to Users as part of the Vigilance Service.
 - (For iOS phones and Android phones) permit eCare Link[®] Mobile App to access the phone's contact list and add relevant emergency contact numbers to the phone's contact list. Otherwise (i) the SOS request function of eCare Link[®] Mobile App will be disabled, and (ii) SCHSA will be unable to make emergency burst call to Users as part of the Vigilance Service.
 - (For iOS phones and Android phones) keep the phone's GPS function turned on and permit eCare Link[®] Mobile App to access the phone's location information. Otherwise SCHSA will be unable to provide location search service to the Users.
 - (For iOS phones and Android phones) permit eCare Link[®] Mobile App to access the phone's motion/activity log. Otherwise SCHSA will be unable to do proactive monitoring of User's status as part of the Vigilance Service.
 - (For iOS phones and Android phones) permit eCare Link[®] Mobile App to access (i) the phone's camera and (ii) photo album. Otherwise the function to add your headshot to the eCare Link[®] Mobile App will not be successful.
 - (For iOS phones and Android phones) permit eCare Link[®] Mobile App to send push notification to the phone. Otherwise the User will not be able to receive notification from SCHSA.
- Sufficient coverage of the mobile network ;
 - The mobile network transmission stations and global positioning system (GPS) are functioning properly ; and
 - The emergency request function of eCare Link[®] Mobile App has not been affected by the User's update of the mobile phone's operating system, download of third-party applications, or for any other reasons.

If any of the above conditions is not satisfied, it may affect SCHSA's normal provisioning of support services to Users. The User understands and accepts the above and other potential risks in using eCare Link[®] Mobile App to contact or request support from SCHSA.

3. The User understands and authorizes SCHSA, to search for the location and movement path of the User's mobile phone installed with eCare Link[®] Mobile App through its

computer system when needed, and SCHSA may pass such information to the User's contact person(s) or any related emergency support personnel or organizations.

4. The User understands and accepts that the search function of the location of eCare Link® Mobile App may be inaccurate due to circumstantial factors.
5. The User understands that eCare Link® Mobile App has special design and settings in order to provide Services. SCHSA can update the design and settings as required.
6. eCare Link® Mobile App can only be used within the Hong Kong Special Administrative Region.
7. The User understands that using a mobile phone may affect the operation of some cardiac pacemakers. Please check with medical doctors if required.
8. The User agrees that SCHSA shall not be liable in the following circumstances :
9. Any circumstances as stated under clauses 1 and 2 above which may affect the performance of eCare Link® Mobile App;
10. Any consequences resulting from the use of pacemakers and/or implantable medical instruments by the User; and/or
11. The User is located outside the Hong Kong Special Administrative Region.
9. SCHSA reserves the right to change or update these Guidelines. SCHSA shall notify the Applicant and the User in writing of any changes or updates.
10. In case of any inconsistencies between the Chinese and English versions of these Guidelines, the Chinese version shall prevail.

(28.04.2021)