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 (Android platform with Android 4.0 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 eCare Link®Mobile App can be used on its own or in conjunction with bluetooth remote ("Remote"), and that its normal operation requires the following:

    a. Stable mobile voice calls and data networks ;
    b. 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 ;
    c. Users must turn on the Bluetooth function (BT2.0 version or above) in order to maintain a connection with the Remote of eCare Link®Mobile App ;
    d. User must turn on the mobile phone's Global Positioning System (GPS) function to allow eCare Link®Mobile App to obtain the approximate location of the mobile phone ;
    e. Please make sure that eCare Link®Mobile App continues to run in the background of the phone and is not turned off ;
    f. Under normal operation with sufficient power battery, the Remote can work with eCare Link® Mobile App within 3 meters of the mobile phone. Users are advised to press the remote from time to time to test its power sufficiency. If the battery of the remote is low in power, Users should immediately inform SCHSA. The touch screen SOS button on eCare Link®Mobile App will not be affected by insufficiency of battery of the Remote ;
    g. Insufficient coverage of the mobile network ;
    h. The mobile network transmission stations and global positioning system (GPS) are functioning properly ; and
    i. 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 satisfactory, 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 approximate 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 approximate 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 :
   a. Any circumstances as stated under clauses 1 and 2 above which may affect the performance of eCare Link®Mobile App;
   b. Any consequences resulting from the use of pacemakers and/or implantable medical instruments by the User; and/or
   c. 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.

(23.12.2019)

Remote (Octopus Function) Guidelines

These Guidelines for eCare Link®Mobile App Users only apply to Remotes with Octopus function ("Product").

1. The User acknowledges and understands that the Remote is equipped with Octopus function, and accepts and agrees to be bound by the following terms and conditions:
   a. The Product is designated as a "Sold Octopus" and is issued subject to the "Conditions of Issue of Octopus" (downloadable from Octopus website at www.octopus.com.hk);
   b. The Product functions as a normal Adult or Elder Octopus (as the case may be);
   c. The Product has no initial stored value. Please add value before using;
   d. The Product has no deposit and is non-returnable;
   e. If the value stored in the Product is zero or negative, its Octopus function cannot be used until value has been added; and
   f. The Product is an electronic product with limited life depending on factors such as utilization, storage conditions and operating environment.

2. The third parties referred to in the Personal Data Collection Statement does not include Octopus Cards Limited. Octopus Cards Limited does not collect any personal data of the Applicant, the User or any other person using the Product and/or using the Octopus function in the Product.

3. As Octopus Cards Limited is not the service provider of the eCare Link®Mobile App service, it shall not be held liable for any liabilities in relation thereto.

4. If the Octopus function in the Product malfunctions, the User shall contact Senior Citizen Home Safety Association ("SCHSA").

5. If the User wishes to cancel the Octopus function in the Product, the User may return the Product to SCHSA, and Octopus Cards Limited will disable the Octopus function in the Product and refund any remaining value stored on the Product to the User through SCHSA. However, Octopus Cards Limited will not refund the cost of the Product to the User. After the User cancels the Octopus function in the Product, the Octopus function cannot be re-activated. Such cancellation will not affect the eCare Link®Mobile App service provided by SCHSA.

6. If the eCare Link®Mobile App service is cancelled, terminated or suspended, it will not affect the Octopus function in the Product.

7. SCHSA reserves the right to change and update these Guidelines. SCHSA shall notify the Applicant and the User in writing of any changes or updates.

8. In case of any inconsistencies between the Chinese and English versions of these Guidelines, the Chinese version shall prevail.

(23.12.2019)