

Terms and Conditions – Ready To Go! Alarm Dialler **£30PA Tariff**

Priory Access Ltd t/a IoT Portal

1. Product Description

The *Ready To Go! Alarm Dialler* is a 2G/4G/5G-enabled device designed for fire and burglar alarm applications. The system enables automated notifications via SMS, phone calls, and email when an alarm is triggered.

2. Service Charges and Usage

- The service includes an **annual fee of £36 (£30+VAT)**, which provides **600 call or SMS credits per year**.
- A **Fair Use Policy** applies: usage is limited to **50 calls or SMS per month**.
- Each **additional call or SMS beyond the included allowance** is charged at **£0.10 per unit**.
- **Email alerts are free** of charge.
- Service includes access to an **embedded eSIM**. eSIM profiles can be uploaded.

3. Service Availability

We strive to maintain consistent and uninterrupted service. However, **Priory Access Ltd** accepts **no liability or responsibility for service interruptions** or failures outside of our control. This includes, but is not limited to:

- Mobile network outages
- Failures or issues related to third-party telecoms providers (e.g., **Twilio**)
- Maintenance, upgrades, or unforeseen disruptions

4. Data Use and Privacy

- We collect and store personal data (such as phone numbers and email addresses) **solely for the purpose of delivering alarm notifications**.
- This information is **not used for marketing purposes**, except to inform the customer of account status or low credit/funds.
- We **endeavour to protect all personal data** using secure database systems. However, **we cannot guarantee the prevention of data breaches or losses** and accept no liability for such incidents.

5. Limitation of Liability

- Priory Access Ltd shall not be liable for any **direct, indirect, incidental, or consequential losses** arising from the use of the Ready To Go! Alarm Dialler.
- By using this product and service, the user accepts that **there is no entitlement to compensation** for service downtime or data loss.

6. Amendments

We reserve the right to **modify these Terms and Conditions at any time**. Any changes will be communicated via email or posted on our website.

7. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**.