

I CALL User Terms

General

1. The following terms apply to all services provided by I CALL ehf. except where there are specific provisions in specific terms or contracts that state otherwise. Anyone who wants to use I CALL telecommunications services undertakes to comply with the conditions set out by I CALL in the use of services. I CALL reserves the right to make changes to the regulations and services. Changes are announced on the icall.is website at least one month in advance before they come into effect.
2. Telecommunications links are not normally installed on the property or in the home, unless the homeowner permits telecommunications equipment to be installed free of charge in the home or on the property, and it is the responsibility of the contracting party to obtain such permission from the homeowner.
3. When registering a telephone service, the customer is assigned a telephone number, except in the case where an existing number is transferred, in which case the customer retains the previously assigned number. The customer must explicitly request number anonymity, blocking and other additional services that are offered.
4. The usual processing time for service requests, including requests for new connections to fixed networks, changes of ownership, number takeovers and other aspects of the service, such as repair requests, is no longer than 14 days from the time the request is made, except in cases where an unforeseen event slows down lead time.
5. If the customer wants to transfer his contract for the services provided with I CALL to a third party, a written request is required. If nothing stands in the way, I CALL will accept the transfer, but it is conditional on the customer paying all fees for the use of the services until the date of approval of the transfer of services. I CALL may assign its rights and obligations, in accordance with the contract for the provision of services with the customer, to third parties that may provide the same type of telecommunications services.
6. I CALL is not responsible for a temporary interruption in the telecommunications connection. I CALL, however, will always strive to restore the telecommunications connection and maintain the best quality of service. In the event of a significant, unnecessary delay in repairs on the part of I CALL, the customer may request a refund of the monthly fee, proportional to the time of interruption in the connection. I CALL shall not be liable for damages attributable to loss of connection, interruptions in telecommunications or other disturbances that may occur during the operation of the telecommunications network, whether attributable to line failures, transmitter failures or other causes.
7. The customer is obliged to take care of the equipment belonging to I CALL that he has for use and is also obliged to bear the costs for any damage that is not caused by normal wear and tear, as well as for anything that is lost from his possession. If for some reason the customer cannot return the equipment or returns the equipment unfit for further rental, I CALL is entitled to charge the client with an amount equal to the value of the equipment at the time of its release.
8. If the customer's use is found to have a significant adverse effect on the provision of telecommunication links or involves the misuse of I CALL equipment and/or services, the company may be forced to deny the customer or to restrict telecommunications services temporarily or permanently. The same applies if the customer intentionally or negligently causes damage to the telecommunications network and/or equipment belonging to I CALL. The same also applies to situations where incorrect information is provided that may affect the conclusion and validity of the contract for the provision of services between the customer and I CALL.

9. I CALL reserves the right to refuse service to a customer who behaves inappropriately or rudely towards I CALL staff. I CALL field workers may refuse entry to a client's home if conditions may adversely affect the worker's health.
10. If the customer is guilty of a temporary refusal to provide telecommunication services, he must still pay the monthly fee to I CALL. This obligation expires in the event of termination of the contract for the provision of services by either party.
11. Customers using the unlimited package may not use it for commercial purposes. In the event of a breach by the client of the aforementioned provision, I CALL reserves the right to:
 - Termination of the contract for the provision of services
 - Forcing a person to pay a price according to the price list of a service that was used for commercial purposes
12. Customers with a subscription to telephone and/or mobile data services in I CALL may use the specified amount of mobile data that is included in the subscription, with restrictions that are specified in the price list for subscription use within the European Economic Area. It is specifically specified whether the amount of mobile data included covers the entire EEA or only part of it. If the customer has fully used the amount of mobile data included in the subscription, overage charges will start to be charged based on the price list of the country.
13. I CALL reserves the right to process the customer's data in order to offer him new subscriptions, services or other offers working in his favor.
14. I CALL reserves the right to contact the customer for commercial purposes, regardless of whether they are entered in the telephone register. Customers always have the right to opt-out of these types of communications from I CALL.
15. Cancellation of services must be received in writing or sent to the following e-mail address: icall@icall.is before the 28th day of each month, with the termination becoming effective on the first day of the following month.
16. I CALL reserves the right to record any service calls in order to verify their content. I CALL also reserves the right to use the information in the event of a dispute between the parties or in other cases that I CALL deems necessary. Only certain I CALL employees and authorities, such as the police and regulatory agencies, are allowed to view and release recordings.
17. When placing an order for telecommunications services, customers undertake to provide correct information that is needed at the moment. The same applies to the situation when the customer placed an order electronically or accepted the offer sent to him from I CALL. A request for telecommunications services or acceptance of an offer is binding on both parties.

Terms of payment

1. The fee for telecommunications services is in accordance with the price list published by I CALL and is available on the icall.is website, on the I CALL fanpage on Facebook and at the I CALL office.
2. The customer does not incur any additional costs for issuing a claim for payment to his bank.
3. The customer is fully responsible for payments to I CALL due to the use of the services or equipment, whether the customer has consented or not. If the customer loses telecommunications equipment, he must immediately notify I CALL. The customer is responsible for all use of the equipment and related services until I CALL receives notification.
4. The billing period for the use lasts from the first to the last day of each month, but abuses are charged for the previous month. Invoices are issued in advance before the end of each month, i.e. from the 20th in a given month, with the payment deadline until the 15th of the following

month. If the invoice is paid after the due date, the customer is charged with interest from the date on which the payment was to be made to the actual date of payment, according to III. paragraph of the Act on interest and increase in indexation no. 38/2001 together with the appropriate debt collection fee.

5. It is allowed to turn off telecommunications services to the customer after 30 days from the set date of payment of the bill.
6. In the event of failure to receive payment for telecommunications services within six months from the scheduled payment date, I CALL reserves the right to delete customer data.
7. If the customer has comments on the invoice, he must submit them as soon as possible and no later than the final payment date. Otherwise, the invoice will be considered accepted.
8. I CALL will notify its customers of any significant increases beyond standard market prices at least one month in advance and the customer may then terminate the service contract with 30 days' notice.

Notice

1. Both parties may terminate the contract for the provision of services, except where specific provisions apply, and the termination must be in writing. The notice must be submitted before the 28th of each month and comes into force at the beginning of the new settlement period, i.e. on the 1st of each month.
2. Subscribers on the individual market have the right to terminate the contract for the provision of services, without the possibility of obtaining compensation, in the event of receiving notification of anticipated changes in terms.
3. See section 7 of the general terms and conditions for returning rental equipment.

Terms of Telecommunications Services

1. I CALL reserves the right to transfer customer services from another operator's system to its own system.
2. I CALL provides the customer with access to the online customer service through the Hringdu.is website. Users may not share their password with others under any circumstances. The customer using the service bears full responsibility for its use. It is forbidden to use your access to the service to obtain information about other users of the services, other than those appearing in public databases on the Internet.
3. The installation of the software is the customer's responsibility, therefore I CALL shall not be liable for any damage caused by the use or installation of the software.
4. I CALL is not responsible for damages that may arise as a result of using the Internet connection or due to lack of connection. I CALL is not responsible for damages that may be caused by third parties.
5. The customer must not interfere with, interfere with or in any way affect the use of other customers' services. Customers are obliged to comply with the general rules of conduct that are described on the Internet.

6. If the customer exceeds the allowed mobile data limit, I Call reserves the right to add an additional data transfer exceeding the one included in the subscription plan. The price for additional data transfer is specified in the valid price list.
7. I CALL does not guarantee that the user's connection speed will be consistent with that specified in his subscription. Connection speed may depend on the quality of the user's link, the user's distance from the antenna, link load, and other factors.
8. The telephone subscription must be used in the mobile phone, and the GSM portable Internet subscription must be installed in equipment typically used for the Internet, i.e. equipment that cannot be used for telephone calls. If the subscriptions are used for other purposes or if the use of the amount of data is deemed inappropriate by I CALL, I CALL has the right to disable the subscription.
9. Violation of the above conditions may result in the immediate termination of the provision of services.

Privacy Statement

In this privacy statement, we would like to inform you how I CALL ehf., kt. 590721-0420, Síðumúla 25, 108 Reykjavík, collects, registers, processes, saves and makes available the personal data of its customers and visitors to the company's website, icall.is, whether the personal data is stored electronically, on paper or in another way. The statement is available on the I CALL website, icall.is. I CALL processes personal data in accordance with Act no. 90/2018 on the protection of personal data and the processing of personal data. The Act covers, among others, the processing, storage and disclosure of personal data. I CALL respects the rights of its clients and makes sure that any processing of personal data is always carried out in accordance with the laws in force at the time,

Purpose of the personal data collection

I Call collects personal information about you as a customer. This information is necessary to ensure the quality of service, including to contact and identify the customer. Personal data is divided into the following categories:

- a) Contact and communication information; name, kennitala, telephone number, e-mail address, address of residence, along with basic information from the National Register.
- b) identification information; usernames, passwords, phone SIM IDs.
- c) Information necessary for accounting and debt collection; transaction statements, invoices, information on payments, arrears, applications, service orders, messages with a service representative or store.
- d) Information that arises in the I CALL information system due to the use of our services; use on landline and mobile networks.
- e) Information collected using cookies.
- f) Recordings of phone calls and recordings from surveillance cameras from the office.

- g) Phone Usage Information. More precisely, information about who was called, what time the call started and when it ended. These data can only be provided to their owner in the I CALL office after showing a driving license or passport.
- h) When using our website icall.is, information about your use is collected, i.e. IP address, type or version of your browser you use, date and time of visit and what subpages you visit on the I CALL website, more details can be found in the terms of use from cookies.

Legal basis for processing

I CALL collects and processes personal data based on the following rights:

- a) To fulfill a contractual obligation
- b) To comply with a legal obligation
- c) Based on consent
- d) To protect the legitimate interests of the company

The legitimate interests of I CALL include activities necessary to manage the company's operations, and they include the need to collect and process personal data, i.e. to achieve the company's purpose in accordance with its arrangements, conduct business relations with our clients, conduct HR matters and organize the company's work, granting access to the relevant IT systems of the company, complying with internal and external regulations, documentation requirements and handling requests, complaints and claims from third parties.

Collection of personal data of minors

It is the policy of I CALL not to record or collect, process or store personal data of persons younger than 13 years of age, except where it is necessary for the performance of a contract of which the guardian is a part and relates to his child or when the guardian requests conclusion of such a contract in the field of mobile services for children.

Personal data storage period

I CALL stores personal data for the period necessary to achieve the purpose of processing described above. I CALL stores personal information about current and former customers. We store personal data that appear on invoices delivered to you for at least seven years, in accordance with accounting regulations. The review of the stored personal data is carried out once a year. If, during the revision of the stored personal data, it turns out that I CALL does not need to store your personal data due to their processing or legal obligations, from that moment I CALL will stop processing and storing this personal data.

Information Collection by I CALL

I CALL collects personal data from you and from public authorities, including data about your use of services, from our provider.

Transfer of personal data to third parties

I CALL cannot sell your personal information under any circumstances. I CALL provides personal data to third parties only when it is legally required or, in the case of a service provider, the right of an attorney or contractor hired by I CALL to perform a predetermined job. In such cases, I CALL concludes a data processing agreement with the contractor, after which they receive your personal data. These agreements oblige the processor, among other things, to secure your personal data and not to use it for other purposes. I CALL also shares personal data with third parties when it is necessary to protect the company's urgent interests, for example to collect an unpaid claim. The I CALL privacy policy does not cover information and works from third parties, we have no control over and are not responsible for how they use, post or otherwise act. Therefore, we encourage you to read the privacy policies of third parties, i.e. website hosting companies that may point to us, software companies such as Facebook, Livechat, Zendesk and Google, as well as payment services you use.

your rights

You have the right to obtain:

- a) Information on what kind of personal data I CALL has registered about you and their origin, as well as information on how your personal data is processed.
- b) Access your personal data that is being processed or request that it be sent to third parties.

You also have the right to:

- a) Your personal information has been updated and corrected where necessary.
- b) I CALL has deleted your personal data if there is no objective or legal obligation to keep it.
- c) Object if you want to limit or prevent the processing of your personal data.
- d) Withdraw consent to the collection, recording, processing or storage of your personal data by I CALL, if the processing is based on such authorization.
- e) Obtain information on whether automated decision-making is taking place, on what basis such decision-making takes place, and to review automated decision-making.
- f) Make a complaint to the supervisory authority if you have a reason to do so.

If you would like to exercise your right, you can send a written inquiry to the address icall@icall.is. However, we would like a completed form to be attached to the inquiry, which can be downloaded by clicking [here](#). We will acknowledge receipt of your request and respond to it no later than one month after receiving it. If it is not possible to respond within one month, we will inform you of the delay.

Security of personal data and notification of security breaches

Security in the processing of personal data is very important to I CALL, so we have taken appropriate technical and organizational security measures to ensure the protection of your personal data in accordance with our security policy. In the event of a breach of the security of your personal data, if such a breach poses a serious threat to your freedoms and rights, we will inform you immediately. In this regard, a security breach is considered to be an event that results in the loss, deletion, alteration, disclosure or unauthorized access to personal data. However, we would like to draw your attention to the fact that the personal data you share with us on social media, including on Facebook fanpage and CALL, are considered public information and are not subject to our control, I CALL has no control over such information and is not responsible for its use or publication. If you do not wish to share this information with other users or with your social media service provider, please do not share it on our social media. We also encourage you to read the privacy policies of these websites, Facebook, Livechat, Google and Zendesk.

Other arrangements

In the event of a dispute regarding the interpretation and explanation of these conditions, the customer may send a complaint to I CALL and, depending on the situation, contact the Post Office and the Telecommunication Agency. The customer is responsible for complying with these terms and conditions. Telecommunications services are regulated by the Telecommunications Act no. 81/2003 taking into account its subsequent amendments. Violation of terms and rights may result in immediate termination of services. By signing or approving the contract for the provision of telecommunications services, the customer authorizes I CALL to terminate the telecommunications services of other service providers.