

ESET Parental Control

User guide

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Technical Support: <https://support.eset.com>

REV. 5/11/2020

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Introduction

ESET Parental Control for Android protects children from threats on their smartphones and tablets. The application itself is a standalone Android app completely integrated with the My ESET portal so that parents can monitor and adjust their child's online activity from any web browser by signing in to their My ESET account.

Category-based Web filtering restricts children from accessing inappropriate web content. The Parental Control app is not intended for use by children, but is designed to allow responsive and flexible communication – children can request permission to access the content and apps they want. Parents can monitor their child's activity and respond to such requests either from the Parental portal or from their own Android device (provided they have ESET Parental Control installed on their device).

App features include:

- **Application Guard – Blocking** — Provides extra peace of mind for parents by allowing suitable apps for your children based on their age group. Age-inappropriate apps are automatically blocked.
- **Application Guard – Time Limits** — Playing games, sharing with friends and improving skills online are important for children, but so are other family activities. This feature lets you set daily time limits for the apps of your choice.
- **Web Guard** — Allows children to explore the Web, without access to inappropriate content. Simply enter the child's age, and categories such as gambling and pornography are blocked automatically.
- **Child Locator** — Shows the location of your children's devices whenever you like, reducing anxiety about where they are if they forget to text or call you. Location is primarily determined from the GPS on their mobile device. If the GPS data is not available, it can determine the approximate location through Wi-Fi or GSM network.
- **Zones with alerts** — Allows parent to create multiple zones. Parents will then receive a notification each time a child enters or exits a zone.
- **Child/Parent Setup Wizard** — Helps you set up ESET Parental Control in just a few easy steps.
- **Parental portal** (parentalcontrol.eset.com) — Lets you sign up for a My ESET account to access the statistics and settings of your child's devices conveniently from your computer, tablet or smartphone. From the Parental portal, you can manage rules, view reports, learn about possible optimization issues on your child's device or locate them.

Minimum system requirements

To install ESET Parental Control, your Android device must meet the following minimum system requirements:

- Operating system: Android 4 (Ice Cream Sandwich) or later
- Internal RAM: 512 MB or more
- Touchscreen resolution: 320x480px
- Processor: ARM Core architecture – ARMv7 instruction set or higher, x86 Intel Atom, 500 MHz or more
- Free storage space: approximately 20 MB
- Internet connection
- Full Android account (some tablets offer a restricted profile only)
- Google Play services
- Accessibility services (Android Settings > Accessibility) – this prevents the ESET Parental Control app from being turned off by a child and improves the Web and App filtering



Rooted devices

Rooted devices are not supported.

Installation

Detailed instructions on how to install the product can be found in this Knowledgebase article:

<https://support.eset.com/kb5556/>

[Google Play](#) – available on Google Play store. This app receives updates via Google Play.

You can also send a link to the app installer from parentalcontrol.eset.com after logging in to your account.



Multiple users on one device

If you have multiple users set up on your child's Android device, we recommend that you set up the child as the secondary user. Switching from the primary user (the first user added to the device) to the secondary user is not protected by ESET Parental Control.

Download from Google Play

Open the Google Play Store application on your Android device and search for ESET Parental Control (or just ESET).

Alternatively, you can download the program by using the link below or scanning the QR code using your mobile device and a QR scanning app:

<https://play.google.com/store/apps/details?id=com.eset.parental>



Installation – start-up wizard

Once the application is installed on your device, follow the prompts from the start-up wizard. The first time that you open ESET Parental Control, you will be prompted to select your language, give User consent and provide credentials for the my.eset.com portal. To do these steps, follow the instructions below:

1. Select the **Language** you want to use in ESET Parental Control.
2. Tap **Accept** to agree to the End User License Agreement.
3. Tap **Accept** to accept the User consent.
4. Allow Read phone information permission to allow ESET Parental Control activation.
5. Create a new profile or sign in to your My ESET account.
6. **Select Child or Parent depending on who will use this device.** If you do not have an Android device or you prefer to use your web browser, the same tools and settings found in the app are available from the My ESET portal.
7. Create a child profile by entering your child's name, gender and date of birth.
8. Define your **Parental PIN**. The four-digit PIN is used to access parental settings on the child's device, therefore, we recommend that you use a strong password.
9. Tap **Next** and tap **Parental Control** to **Enable app monitoring**.
10. **Uninstall protection** restricts children from uninstalling ESET Parental Control. Tap **Next** and then tap **Activate** at the **Device administrator prompt**.
11. Choose whether to send Crash reports and anonymous data about errors. The Crash reports and anonymous data will help us improve our application and services.
12. Allow application permissions.
13. Tap **Enable** to start ESET Parental Control.



Guest Account misuse

We recommend you to disable a guest account on a child's device to prohibit the child from misusing the guest account to bypass ESET Parental Control.



Battery protector

Many device manufacturers introduced battery protector or battery saving options in Android 5 and later devices. On devices that have this feature, you will need to create an exception to allow the ESET Parental Control to work with a battery-saving feature turned on. To create an exception check your device manufacturers documentation.

Uninstallation

ESET Parental Control can be uninstalled using the Uninstall wizard available in Parent mode from the program's main menu under **Settings > Uninstall**.

Alternatively, you can uninstall the product manually by following these steps:

1. Tap the Launcher icon  on the Android home screen (or go to **Home > Menu**) and tap **Settings > Security > Device administrators**. Deselect **Parental Control**, enter your my.eset.com credentials and tap **Deactivate**.
2. Go back to the **Settings** and tap **Manage apps > Parental Control** and tap **Uninstall**.

Detailed instructions on how to uninstall the product can be found in this Knowledgebase article: <http://support.eset.com/kb5557/>

Product activation

ESET Parental Control can be used in three modes:

- Free—Basic features are free to use for an unlimited amount of time.
- Trial—Premium features are activated for a limited time (30 days by default). The trial license is automatically activated the first time ESET Parental Control is installed per account.
- Premium—Premium features are activated until a license expires.

The following features are available in the Free or Premium version of ESET Parental Control:

Feature	Free	Trial/Premium
Web Guard filtering		✓
Web Guard monitoring	Up to 7 days, 3-5 domains only	✓
Application Guard—manual editor	✓	✓
Automatic app categorization	✓	✓
Application Guard—time budget	✓	✓
Application Guard—time restrictions	✓	✓
Child locator		✓

Web Guard - reporting	Reports for up to 7 days	Reports for up to 30 days
Application Guard - reporting	Reports for up to 7 days	Reports for up to 30 days
Email alerts	✓	✓
Parental message		✓
Zones with notifications		✓



SMS Features

To access features that use SMS services in ESET Parental Control, install the ESET SMS Tool application on your child's device. Features that use SMS services will still be unavailable on the parent's device.

For more information, visit [the ESET SMS tool documentation](#) or our [knowledgebase article](#).

To activate ESET Parental Control directly on your Android device, tap Menu  on the ESET Parental Control main screen (or press the **MENU** button on your device) and tap **License**.

There are multiple ways to activate ESET Parental Control. The availability of a particular activation method may vary depending on your country, as well as the means of distribution (ESET web page, Google Play).

[I downloaded ESET Parental Control from Google Play](#)

- **Monthly or Yearly**—Select your preferred subscription interval if you do not have a license and would like to buy one through Google Play .
- **Enter a License Key**—Select this option if you already have a License Key. A License Key is unique, string formatted as XXXX-XXXX-XXXX-XXXX and is used to identify the license owner. You can find the License Key in the email you received from ESET or on the license card included in the purchased box.
- **I have a username and password, what should I do?**—Select this option to convert your username and password to a License Key at <https://my.eset.com/convert>.

[I downloaded ESET Parental Control from ESET web page](#)

- **Buy Premium**—Select this option if you do not have a license and would like to buy one.
- **Enter a License Key**—Select this option if you already have a License Key. A License Key is unique, string formatted as XXXX-XXXX-XXXX-XXXX and is used to identify the license owner. You can find the License Key in the email you received from ESET or on the license card included in the purchased box.
- **I have a username and password, what should I do?**—Select this option to convert your username and password to a License Key at <https://my.eset.com/convert>.

Settings on child's device

To access the parental settings on your child's device, open the ESET Parental Control application, tap the gear icon  and select **Parental settings**. Enter your my.eset.com credentials and tap **Enter**. You can access parental settings while ESET Parental Control is on screen. After leaving ESET Parental Control, child protection will automatically turn on.

To access features blocked by ESET Parental Control on a child's device, temporarily deactivate ESET Parental Control. To deactivate ESET Parental Control, open the ESET Parental Control application, tap the gear icon  and select **Temporary deactivation**. Temporary deactivation is active until you manually reactivate it in ESET

Parental Control, or until you turn the device screen off.

Quick actions

You can perform multiple quick actions from the ESET Parental Control home screen. Tap the + button and select:

- **Add Time** or **Reduce** time. ESET Parental Control will allow you to quickly add or reduce the time for time-limited applications in five minutes intervals to up to five hours.
- You can also set up **Vacation mode**. In Vacation mode option, you can set a time and date, and until this time the time limits and budgets are disabled.
- Tap **Instant Block** to instantly block all applications or just time-limited application until selected time and date.

Locator

ESET Parental Control allows you to locate your child's device position using various methods:



Location services

ESET Parental Control Child Locator requires the Location services (GPS, Wi-Fi, cellular services) on the child's device to be turned on.

- **Locator** - Using ESET Parental Control on your device, select the child you want to locate. The child's device location can be found using the **Locator** option. You can find the **Locator option** on the Home page of the ESET Parental Control application.
- **Locate child using my.eset.com portal** - Log into your my.eset.com account and select **Parental Control**. Select the child you want to locate. The child's device location will be displayed in the **Child locator** section of the child's page. You can filter the results to display all of the child's device locations or just a specific device location.
- **Locate child using SMS** - You can use the **Parental messages** feature in ESET Parental Control to send an SMS command from your device to request the GPS location of your child's device, even if the child's device does not have internet connection. This option must be configured on your child's device before you can use it to locate the device. SMS commands can only be sent from the phone numbers you add to the **Parent's phone numbers** section in ESET Parental Control on your child's device. To request the child device location, send an SMS message starting with a question mark (?) in the text to the child device. You will receive an SMS message with a URL link to the child device location.



SMS Features

To access the **Locate child using SMS** feature in ESET Parental Control, install the ESET SMS Tool application on your child's device. Features that use SMS services will still be unavailable on the parent's device.

For more information, visit [the ESET SMS tool documentation](#) or our [knowledgebase article](#).

Zones with alerts

Zones are circular perimeters with radius that range from 100m (328ft) to 500m (1640ft). ESET Parental Control allows you to create multiple zones and personalize them with a unique name and icon to keep them organized. You will receive a notification each time your child enters or exits a zone. You can also turn zones on and off, for example you can turn off the zone School during holidays.



Zones sample scenario

You create a zone named School and a zone named Home. When your child exits the Home zone, you will receive a Home Departure notification with the time of departure from the zone. When your child enters the School zone you will receive a School Arrival notification with the time of arrival into the zone. When your child leaves the School zone you will receive a School Departure notification with the time of the departure from the zone. You will also receive a notification with the arrival time and the departure time so you can check the total length of time your child remained in the School zone. You will receive another notification when your child arrives in the Home zone.



Zones distance

Zones should be separated by a distance that takes at least 5 minutes to cross while walking to prevent confusing notifications.



Zones notifications

Notifications will be sent after your child spends a minimum of 3 minutes in a zone to prevent multiple notifications when your child is moving along the borders of a zone.

Zones settings in ESET Parental Control Parent application (on parent device):

1. Select the child for whom you want to set up zones.
2. On the main screen go to **Locator**.
3. Tap the Gear Icon.
4. Tap **Add new zone**.
5. Select the center of a zone by searching for a place using the address or dragging the zone on the map to the desired location.
6. Select a zone icon, zone name and zone radius.
7. Tap **Save zone**.
8. Select tracked device—you can select only one device in your child's profile.

Zones settings on ESET Parental Control web portal

(parentalcontrol.eset.com):

1. Select the child for whom you want to set up zones
2. Click **Locator**.
3. Click the gear icon in the Child Locator section.
4. Click **Add new zone**.
5. Select the center of a zone by searching for a place using the address or dragging the zone on the map to the desired location.
6. Select a zone icon, zone name, and zone radius.
7. Select tracked device—you can select only one device in your child's profile.
8. Click the gear icon again. Your new zone will be visible on the map.

Rules

The **Rules** screen allows you to enable, disable, or configure the program's two main features, **Web Guard** and **Application Guard**:

- [Application Guard](#)
- [Web Guard](#)

Application Guard

Application Guard allows parents to control which applications a child can use and for how long. A list of applications is downloaded from the child's mobile device. You can select from five predefined age groups with default values for blocked and allowed content, or customize the settings to your preference.

Block inappropriate apps — This feature provides extra peace of mind for parents by only displaying apps suitable for children based on age group. Age-inappropriate apps can be automatically blocked.

Apps - Applications are divided into three categories:

- **Unlimited**  – These applications are always enabled and children can use them all the time.
- **Blocked**  – These applications are always blocked and access to them is restricted.
- **Time-limited**  – These apps are appropriate and children can use them, but parents can set a time limit for the usage. For example, games and entertaining applications.

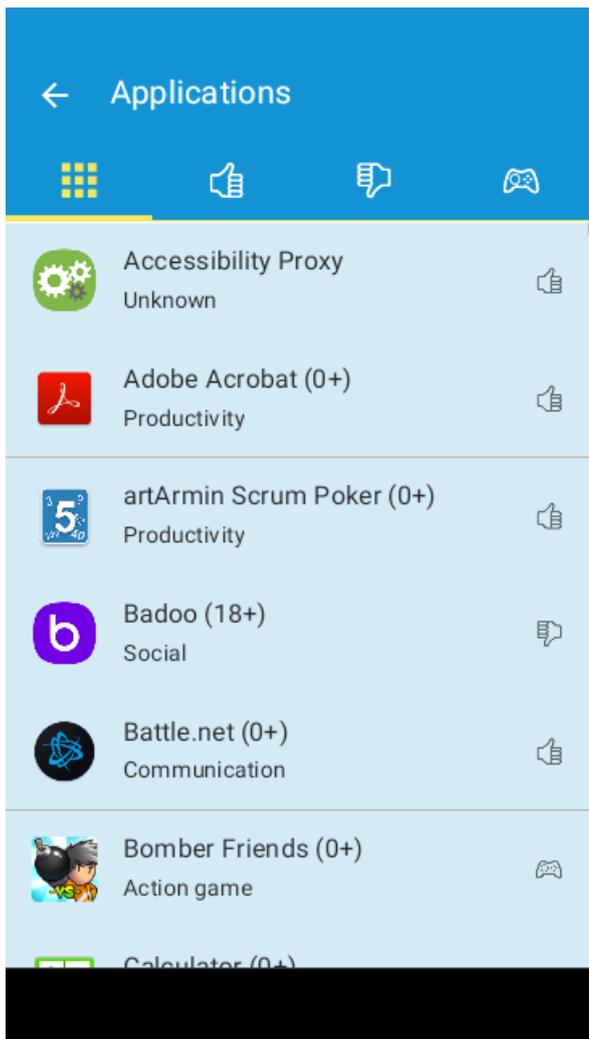
You can change the categories of applications, view all the installed applications and filter them by multiple categories. To change a category of an application, tap the selected application and select a category.

Limit applications — When enabled, time limits are applied to time-limited applications. You can find list of time-limited applications  in the **Apps** option.

Time Limits — This option is only available when the **Limit application option** is enabled. This feature lets you set daily time limits for the time-limited applications  .

Battery protector — When the child's phone battery drops under the selected limit, the battery protector will block time-limited applications to prolong the child's phone battery life.

Instant Block — This feature immediately blocks time-limited applications or all applications until a specific date and time.



More information about the application

1. Click on the application you want to manage.
2. Click the information icon.
3. You will be redirected to a Google Play page that contains more information about the app you want to manage.

As part of Application Guard, apps marked as time-limited applications will have a time limit set for their amount of usage. Parents can permit a child to use time-limited applications for a specified amount of time on their mobile device. Alternative time limits can be set for school days and non-school days, and the time allowed can be set to specific hours during the day.

Vacation mode allows you to temporarily disable the time limits for occasions like vacations and holidays. Time limits and budgets will be disabled until the time you have selected.



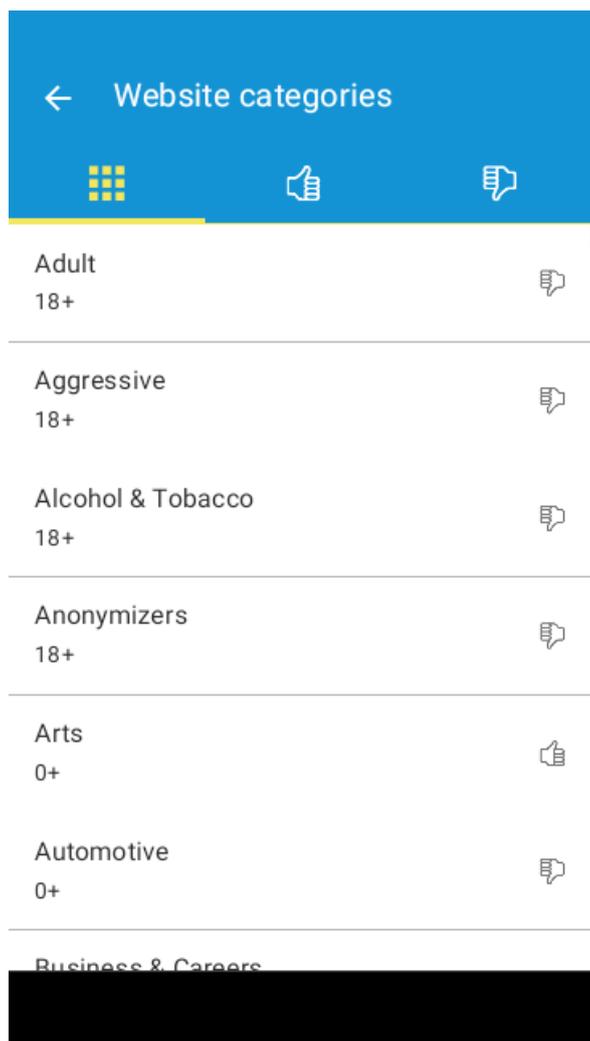
Blocking

If you disable app blocking but keep Application Guard enabled, app monitoring will be still active.

Web Guard

Web Guard allows kids to explore the Web in a friendly way that permits them to only see appropriate content for their age group. Enter your child's age to have ESET Parental Control automatically define which website categories will be available when your child is browsing the internet. For example, gambling and pornography content is blocked by default.

There are three predefined options based on the age of your child. Each option marks several website categories as appropriate  or inappropriate . Parents can also modify these settings to permit or restrict access to any listed category. The initial setup is configured based on the age of the selected child.



If your child is attempting to visit a restricted web page, they can request permission to access the content. When permission is granted by the parent, an exception is automatically created in Web Guard to allow that content.

The exception is only created for the specific web page your child requested access to. Exceptions for specific websites can also be created through Web Guard [Reports](#). This is accessible through the **Reports** option in the menu  or from the browsing history emails sent to parents.

Web Guard is enabled by default and supports the following browsers: Google Chrome, Mozilla Firefox, Opera, Opera mini, Vewd Browser, Dolphin, Mint, Silk, Microsoft Edge and the Samsung browser.



Blocking

If you disable blocking for inappropriate websites but keep Web Guard enabled, web monitoring will still be active and inappropriate websites will be shown in **Reports** -> **Web Guard** -> **Visits to inappropriate websites**.

Enforce Safe Search



Android support

ESET Parental Control Safe Search is only available for Android 4.3 and later.

ESET Parental Control Safe Search filters the results of searches from search engines (Google, Yandex, Bing, Yahoo, DuckDuckGo). When turned on, ESET Parental Control Safe Search filters all explicit and inappropriate content your child might access in the search results while conducting internet searches. This allows your child to search on the Internet without running the risk of accessing inappropriate content.

Add exception manually

You can block or allow a website by manually adding the URL address in the ESET Parental Control Exception list.

1. Tap **Rules** > in **Web Guard** section tap **Exceptions**.
2. Tap the + icon.
3. Type in the URL address for the website you are allowing or blocking.
4. Select **appropriate** or **inappropriate** for the rating of the website.

Reports

You can find a daily summary of your child's activity on their mobile device on the ESET Parental Control home page in the **Reports** section.

Reports display the time your child spent on **Time-limited apps** and overall **Screentime** on their device.

To better understand your child's activity on their device, you can view the usage graph that shows the total time spent on the device in hour intervals.

Most used apps

Helps you discover the most used applications with a category assigned to those apps (Unlimited, Blocked, Time-limited) and the total time spent using those apps.

You can tap on an application to access more detailed information. Here you can change the app's category or tap the **i** icon to discover the app on Google Play.

Installed apps

If your child installed any new applications, you will find them in the **Installed apps** section. You can tap on an app to access more detailed information. Here you can change the app's category or tap the **i** icon to discover the app on Google Play.

Most visited websites

In the **Most visited websites** section you can find the categories of the websites your child has visited. Tap a category to display more specific information about the websites your child has visited. You can also select a website here and create an exception to change a specific website to appropriate or inappropriate.

Application Guard

Detailed reports for the Application Guard are accessible from the menu. Tap the menu icon  > **Reports** > **Application Guard**.

Application Guard reports show the **Most used apps by listing** the applications used most often and the length of time used in the last 7 days. The list can be changed to display the applications that were used today, yesterday or in the last 30 days. If needed, parents can block, allow or mark these apps as Time-limited apps to set a time-limit usage for these apps.

The Usage heat map shows the overall daily usage of a device in hourly intervals. You can display the Usage heat map for All apps, Blocked apps, Time-limited apps or Unlimited apps.

Time-limited apps stats show the days a child was using an application marked **Time-limited app** and the amount of usage.

Web Guard

Detailed reports for the Web Guard are accessible from the menu, tap the menu icon  > **Reports** > **Web Guard**.

In the **Web Guard** section, a parent can view all the **visits to appropriate** and **inappropriate websites** as well as **blocked websites**. Each category can be blocked or unblocked from the report.

Blocked websites are inappropriate websites blocked by ESET Parental Control. If blocking of inappropriate websites is disabled, a child can access inappropriate websites, and these will be shown in the **Visits to inappropriate website** section.

In the **Visits to appropriate websites** section, you can find visited appropriate websites sorted by categories. Tap

a category to display more specific information about the websites your child has visited. You can also select a website here and create an exception to change the one specific website to appropriate or inappropriate.

Devices

This section provides you with an overview of the mobile devices managed by ESET Parental Control for each child, the status of the devices and the potential issues that may prevent your devices from being optimally configured.

ESET Parental Control will give you these device statuses:

- Battery status - ESET Parental Control will let you know the remaining battery percentage of your child's device.
- Phone status - ESET Parental Control will inform you about your child's phone status (Ringtone, Vibrate, Silent)
- Tracking status - When your child's device is being tracked, ESET Parental Control will display the **Tracked device** icon.

ESET Parental Control will alert you of following optimization issues:

- *Application: Enable the use of GPS satellites to allow ESET Parental Control to determine the location of the device more precisely.*
- *my.eset.com: Enable GPS to get a more accurate location for the device.*

You can enable the use of GPS satellites in Android settings > **Location access** by selecting **GPS satellites**.

- *Application: Enable Google's Location services to allow ESET Parental Control to determine location of the device more precisely.*
- *my.eset.com: Enable location services to get a more accurate location for the device.*

To enable the use of Location services, navigate to Android settings > **Location access**. Select **Wi-Fi & mobile network location**.

- *Application: Enable mobile data connectivity to see your child's activity on my.eset.com, even if the device is not connected via Wi-Fi.*
- *my.eset.com: Enable mobile data to see your child's activity, even if the device is not connected via Wi-Fi.*

To enable mobile data connection, navigate to Android settings > **Mobile networks** and select **Data enabled**.

- *Application: Enable time synchronization to make sure your child can't manipulate the time allowed for gaming.*
- *my.eset.com: Enable time synchronization to make sure your child can't manipulate the time allowed for gaming.*

To enable the use of network-provided time, navigate to Android settings > **Date & time** and select **Automatic date & time**.

- *Application: Install Google Play Services to enable real-time control of the device (push notifications) from*

my.eset.com.

- my.eset.com:

Google Play services can be installed from [Google Play](#).

- *Application: Activate ESET Parental Control as device administrator on this device to avoid unauthorized removal of the app.*
- *my.eset.com: Activate ESET Parental Control as device administrator to avoid unauthorized removal of the app.*

To add ESET Parental Control to device administrators, navigate to Android settings > **Security** > **Device administrators** > **Parental Control** and tap **Activate**.

- *Application: Allow Parental Control to access other apps on this device.*
- *my.eset.com:*

To enable Parental Control, navigate to Android settings > **Accessibility** > **Parental Control** and enable **Parental Control**.

Settings

- **General** – see the [General Settings](#) section
- **Alerts** – see the [Alerts](#) section
- **Requests** – see the [Requests](#) section
- **Special offers** – this option is disabled by default . Enable this option to receive special offers from ESET
- **Language** – by default, ESET Parental Control is installed in the language set as the system locale on your device (in the Android OS Language and Keyboard settings). To change the language of the ESET Parental Control user interface, tap **Language** and select the language of your choice
- **Uninstall** – run the Uninstall wizard to remove ESET Parental Control from the device

General

- **Reset parental PIN** – the four-digit Parental PIN protects the application settings on the child's device. It also prevents children from uninstalling ESET Parental Control.
- **Require PIN** (Only available on a parental device) - If enabled, the parental PIN is required to permit access to the Parental Control application and to respond to child requests. Enabling this option prevents a child from using a parent's device to bypass parental settings.
- **Parents' phone numbers** – Parental messages can only be sent from phone numbers saved in this list.
- **SOS Button** – Enable this option to send SOS messages from the child's device to the devices saved in the **Parents' phone numbers** list. The SOS message includes the position of the child's device when the message is sent. For more information about the SOS feature, [visit our Knowledgebase article](#).
- **Parental Messages** – When this option is enabled, parents can send a text message that:
 - o Locks the screen until a child reads it.
 - o Locates a child device that does not have internet connection and sends the parent device an SMS with a link to the child device location. To request the child device location, send an SMS message starting with a question mark (?) in the text to the child device. You will receive an SMS message with a URL link to the child device location.

Parental messages must be sent from a phone number in the **Parents' phone numbers** list.

- **Lock device on** – Set the option to lock the child's device with all Parental messages or just those that begin with an exclamation mark (!).
- **Send reports** – Detailed summaries of your child's activities can be sent to your email.
- **Frequency** – Set the frequency of email reports.
- **Anonymous Usage Statistics** -Will send anonymous information (performance, operational statistics) about ESET Parental Control that will help us improve the application and services.
- **Crash Reporting** – Will send application crashes, malfunctions and issue reports to help us improve the application.
- **The week starts on** – Set the option to start the week in your region on Monday or on Sunday. This will affect the appearance of the calendar in **Time limits**.



SMS Features

To access features that use SMS services in ESET Parental Control, install the ESET SMS Tool application on your child's device. Features that use SMS services will still be unavailable on the parent's device.

For more information, visit [the ESET SMS tool documentation](#) or our [Knowledgebase article](#).

Alerts

In this section, you can select which actions taken on a child device will trigger alerts on your device. By default, all alerts are sent to both your email address and your device. If you deselect the **Email alert** option, alerts will only be displayed on the main screen of ESET Parental Control installed on your device and in the Parental portal.

Alerts can be triggered by the following situations:

- Inappropriate websites are visited
- Inappropriate apps are used
- Time-limited applications time allowances are overused
- A child's device is unused for certain number of days
- A new version of ESET Parental Control is available
- A new application is installed on the child's device
- The device is not optimally configured for ESET Parental Control
- The wrong parental PIN code is entered on a child's device. This option will warn you if a child is trying to guess the parental PIN code

Requests

ESET Parental Control allows you to select the types of requests that can be sent to your device from child devices. If you enable your child to send requests, you will receive a push notification through the parental app on your device each time a child sends a request. You can enable the **Email alert** option, to also receive email notifications to your email address.

By default, children can send the following requests:

- Access to a blocked website
- Unblock a blocked app
- Add time for time-limited applications for a day

- Enable time-limited applications during restricted hours

Manage your child requests

Your child can send requests to you through the ESET Parental Control application for additional time for time-limited apps, or access to blocked web sites and apps by tapping **ASK PARENTS** when ESET Parental Control blocks access to them.

You can manage the requests sent from a child directly from the child's device, from your device or by using the my.eset.com portal.

Manage requests from the child's device

You can permit your child to have access to the blocked website directly from the child's device. To do so, attempt to access the blocked website or application. When ESET Parental Control blocks the application, tap **ALLOW** and enter your parental pin code.

Manage requests from your device

Your child requests are shown in the **Request** section of the ESET Parental Control application **Home**  screen. You can manage the requests to access blocked websites or applications by tapping the **UNBLOCK** or **DENY** options. You can manage the requests for additional time for time-limited applications by either selecting a time interval and tapping **UNBLOCK** or **DENY to deny the request**.

Manage requests from the my.eset.com portal

Sign in to your my.eset.com account and navigate to the **Parental control** section. The profile for the child who sent the request will be marked in blue. Click the profile to respond to the request. Select a time period and click **Allow** to approve the request or click the **X** icon to dismiss the request.

Children

You can create or edit a child's profile in the **Children** settings. To access the **Children** settings, go to the main menu , and select **Children**.

To create a new child's profile, tap the **+** button in the lower right. Fill out your child's name and select **Gender**, **Age**, and **Date of birth**. Your child's age will be used to filter out inappropriate applications and websites. You can also upload your child's photo or an avatar. To add a photo or avatar, tap the camera icon, and select a picture from your device. When finished, tap **Save**.

To edit an existing child's profile, select the profile you want to edit. When you finish editing, tap **Save**.

Feedback

We would appreciate your feedback about ESET Parental Control. You can rate the app on [Google Play](https://play.google.com/store/apps/details?id=com.eset parental.control) or tap **Feedback** from the ESET Parental Control main menu  to email the feedback form. You can also send email to parental@eset.com.

Customer Care

ESET Customer Care specialists are available to provide administrative assistance or technical support related to ESET Parental Control or any other ESET product.

To send a support request directly from your device, open ESET Parental Control main menu  and tap **Customer care > Report issue**.

ESET Parental Control includes advanced logging functionality to help diagnose potential technical issues. To provide ESET with a detailed application log, make sure that **Submit application log** is selected (default). Tap **Submit** to send your request. An ESET Customer Care specialist will contact you at the email address you provided.



Application is unable to open or is not responding

To submit support request to ESET if ESET Parental Control is not responding or you are unable to open it, go to **Settings -> Applications -> Parental Control -> Storage -> Manage Storage**. Click **Customer care** and fill in all required fields.

Changes in Phone and SMS services

Starting January 9, 2019, Google Play implemented restrictions for the use of the SMS and Call permissions necessary for certain functionalities featured in ESET Parental Control. Due to these permissions restrictions, the following features will no longer be available in ESET Parental Control:

- **Parental messages**
- **SOS button functionality**



Regain SMS features

You can restore these features by downloading and installing the [ESET SMS Tool application](#) on your child's device. Features that use SMS services will still be unavailable on the parent's device. For detailed instructions, visit our [documentation](#) or [knowledgebase article](#).

Customer Experience Improvement Program

By joining the Customer Experience Improvement Program you provide ESET with anonymous information relating to the use of our products. More information on data processing is available in our [Privacy Policy](#).

Your consent

Participation in the Program is voluntary and based on your consent. After joining in, the participation is passive, which means you don't need to take any further action. You may revoke your consent by changing the product settings at any time. Doing so will bar us from further processing of your anonymous data.

What types of information do we collect?

Data about interaction with the product

This information tells us more about how our products are used. Thanks to this we know, for example, which functionalities are used often, what settings users modify or how much time they spend using the product.

Data about devices

We collect this information to understand where and what devices our products are used on. Typical examples are device model, country, version and name of the operating system.

Error diagnostics data

Information about error and crash situations is also collected. For example, what error has occurred and which actions led to it.

Why do we collect this information?

This anonymous information lets us improve our products for you, our user. It helps us to make them the most relevant, easy-to-use and faultless as possible.

Who controls this information?

ESET, spol. s r.o. is the sole controller of data collected in the Program. This information is not shared with third parties.

End User License Agreement

IMPORTANT: Please read the terms and conditions of product application set out below carefully prior to download, installation, copy or use. **THROUGH DOWNLOADING, INSTALLING, COPYING OR USING THE SOFTWARE YOU ARE EXPRESSING YOUR CONSENT TO THESE TERMS AND CONDITIONS AND YOU ACKNOWLEDGE [PRIVACY POLICY](#).**

End User License Agreement

Under the terms of this End User License Agreement (hereinafter referred to as "the Agreement") executed by and between ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31 333 535 (hereinafter referred to as "ESET" or "the Provider") and you, a physical person or legal entity (hereinafter referred to as "You" or "the End User"), You are entitled to use the Software defined in Article 1 of this Agreement. The Software defined in Article 1 of this Agreement can be stored on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources, subject to the terms and conditions specified below.

THIS IS AN AGREEMENT ON END USER RIGHTS AND NOT AN AGREEMENT FOR SALE. The Provider continues to own the copy of the Software and the physical media contained in the sales package and any other copies that the End User is authorized to make pursuant to this Agreement.

By clicking on "I Accept" or "I Accept..." while installing, downloading, copying or using the Software, You agree to

the terms and conditions of this Agreement. If You do not agree to all of the terms and conditions of this Agreement, immediately click on the canceling option, cancel the installation or download, or destroy or return the Software, installation media, accompanying documentation and sales receipt to the Provider or the outlet from which You acquired the Software.

YOU AGREE THAT YOUR USE OF THE SOFTWARE ACKNOWLEDGES THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

1. Software. As used in this Agreement the term "Software" means: (i) computer program accompanied by this Agreement and all components thereof; (ii) all the contents of the disks, CD-ROMs, DVDs, e-mails and any attachments, or other media with which this Agreement is provided, including the object code form of the Software supplied on a data carrier, via electronic mail or downloaded via the Internet; (iii) any related explanatory written materials and any other possible documentation related to the Software, above all any description of the Software, its specifications, any description of the Software properties or operation, any description of the operating environment in which the Software is used, instructions for use or installation of the Software or any description of how to use the Software (hereinafter referred to as " Documentation "); (iv) copies of the Software, patches for possible errors in the Software, additions to the Software, extensions to the Software, modified versions of the Software and updates of Software components, if any, licensed to You by the Provider pursuant to Article 3 of this Agreement. The Software shall be provided exclusively in the form of executable object code.

2. Installation, Computer and a License key. Software supplied on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources requires installation. You must install the Software on a correctly configured Computer, complying at least with requirements set out in the Documentation. The installation methodology is described in the Documentation. No computer programs or hardware which could have an adverse effect on the Software may be installed on the Computer on which You install the Software. Computer means hardware, including but not limited to personal computers, laptops, workstations, palmtop computers, smart phones, hand-held electronic devices, or other electronic devices for which the Software is designed, on which it will be installed and/or used. License key means the unique sequence of symbols, letters, numbers or special signs provided to the End User in order to allow the legal use of the Software, its specific version or extension of the term of the License in compliance with this Agreement.

3. License. Subject to the condition that You have agreed to the terms of this Agreement and You comply with all the terms and conditions stipulated herein, the Provider shall grant You the following rights (hereinafter referred to as "License"):

a) **Installation and use.** You shall have the non-exclusive, non-transferable right to install the Software on the hard disk of a Computer or other permanent medium for data storage, installation and storage of the Software in the memory of a computer system and to implement, store and display the Software.

b) **Stipulation of the number of licenses.** The right to use the Software shall be bound to association of license with unique My.eset.com ("MEC") Account of End User. You must not associate the same License at the same time with more than one MEC account. End User with access to MEC account is allowed to create profiles to managed users with one or more devices. ESET reserves the right to limit number of profiles and devices used by one End User. Use of MEC Account is regulated by specific terms available online. All information and data provided by End User on MEC Account in connection with use of Software shall be used exclusively in accordance with this Agreement.

c) **Term of the License.** Your right to use the Software shall be time-limited.

d) **The License shall be used exclusively in private and/or non-commercial environment for home and family use only.**

e) OEM Software. OEM Software shall be limited to the computer You obtained it with. It cannot be transferred to a different computer.

f) NFR, TRIAL Software. Software classified as "Not-for-resale", NFR or TRIAL cannot be assigned for payment and must only be used for demonstration or testing the Software's features.

g) Termination of the License. The License shall terminate automatically at the end of the period for which granted. If You fail to comply with any of the provisions of this Agreement, the Provider shall be entitled to withdraw from the Agreement, without prejudice to any entitlement or legal remedy open to the Provider in such eventualities. In the event of cancellation of the License, You must immediately delete, destroy or return at your own cost, the Software and all backup copies to ESET or to the outlet from which You obtained the Software. Upon termination of the License, the Provider shall be also entitled to cancel the End User's entitlement to use the functions of the Software, which require connection to the Provider's servers or third-party servers.

4. FUNCTIONS WITH DATA COLLECTION AND INTERNET COLLECTION REQUIREMENTS. To operate correctly the Software requires connection to the Internet and must connect at regular intervals to the Provider's servers or third-party servers and applicable data collection in compliance with Privacy Policy. The Software does not enable you to access the internet and/or any other mobile communication network or service („the Internet") which is subject to individual contract with local mobile communication network or service provider of End User. Connection to the Internet and applicable data collection is necessary for the following functions of the Software:

a) The Provider shall be entitled from time to time to issue updates to the Software ("Updates"), but shall not be obliged to provide Updates. This function is enabled under the Software's standard settings and Updates are therefore installed automatically, unless the End User has disabled automatic installation of Updates. For the purpose of provisioning of Updates, License authenticity verification is required including information about Computer and/or the platform on which the Software is installed in compliance with Privacy Policy.

b) Filtering, categorization and location. The Software contains functions which allow End User to control access of managed users or devices to certain group of web pages and/or mobile applications, settings and time management and location finding. In order to enable these features, it sends information to the Provider, including but not limited to information on visited websites, locations, mobile applications, information about the computer, including information about the operations and functionality of the Software (hereinafter referred to as "Information"). The Information may contain data (including randomly or accidentally obtained personal data) about the End User or other managed users, information about the computer, the operating system and applications installed, files from the computer on which the Software is installed. The Provider shall take appropriate measures to ensure that Information received remains confidential. You are agreeing to Information being sent to the Provider and You are also granting the Provider the necessary approval, as specified under the relevant legal regulations, for processing Information obtained. These features shall be used exclusively with devices of managed users End User have legitimate access to. Any illegal use will be reported to competent authority. Provider will comply with relevant laws and assist law enforcement authorities in case of the misuse. You agree and acknowledge that You are responsible for safeguarding the password to access MEC Account and you agree that You shall not disclose your password to any third party. End User is responsible for any activity using the features of Software and MEC Account, authorized or not. If MEC Account is compromised, notify Provider immediately. You agree and acknowledge that Provider is allowed to contact you via MEC Account and Software messages including but not limited to email with reports and/or notification which can be customized by You. Information may be collected and processed by the Provider as specified in Privacy Policy and in compliance with relevant legal regulations.

c) Codes. ESET may create and provide referral code and/or other code for promotional or marketing purposes (hereinafter referred to as "Code") at its own discretion. You may redeem the Code to prolong term of license in compliance with this Agreement. ESET reserves the right to disable the Code at any time when the Code is obtained or used in manner not compliant with this Agreement and/or in case of reasonable believe that error, fraud or illegal activity is involved. You are required to comply with the following restrictions:

- i. You may not redeem the Code more than one time.
- ii. You may not sell, lease or rent the Code or use the Code for the provision of commercial services.
- iii. You agree that ESET may disable provision and/or use of the Code at any time without any liability to ESET.
- iv. You agree that Code is not valid for cash or any other compensation.
- v. You agree that the Code and/or Code usage may be subject to special terms provided by ESET for the specific referral, promotional and/or marketing campaign.

For the purpose of this Agreement, it is necessary to collect, process and store data enabling the Provider to identify You in compliance with Privacy Policy. You hereby acknowledge that the Provider checks using its own means whether You are using the Software in accordance with the provisions of this Agreement. You hereby acknowledge that for the purpose of this Agreement it is necessary for your data to be transferred, during communication between the Software and the Provider's computer systems or those of its business partners as part of Provider's distribution and support network to ensure functionality of Software and authorization to use the Software and to protection of the Provider's rights.

Following conclusion of this Agreement, the Provider or any of its business partners as part of Provider's distribution and support network shall be entitled to transfer, process and store essential data identifying You for billing purposes, performance of this Agreement and transmitting notifications on your Computer. You hereby agree to receive notification and messages including but not limited to marketing information.

Details about privacy, personal data protection and Your rights as a data subject can be found in Privacy Policy which is available on Provider's website and accessible directly from the installation process. You can also visit it from Software's help section.

5. Exercising End User rights. You must exercise End User rights in person or via your employees. You are only entitled to use the Software to safeguard your operations and protect those Computers or computers systems for which You have obtained a License.

6. Restrictions to rights. You may not copy, distribute, extract components or make derivative works of the Software. When using the Software, You are required to comply with the following restrictions:

(a) You may make one copy of the Software on a permanent storage medium as an archival back-up copy, provided your archival back-up copy is not installed or used on any Computer. Any other copies You make of the Software shall constitute breach of this Agreement.

(b) You may not use, modify, translate or reproduce the Software or transfer rights to use the Software or copies of the Software in any manner other than as provided for in this Agreement.

(c) You may not sell, sub-license, lease or rent or borrow the Software or use the Software for the provision of commercial services.

(d) You may not reverse engineer, reverse compile or disassemble the Software or otherwise attempt to discover the source code of the Software, except to the extent that this restriction is expressly prohibited by law.

(e) You agree that You will only use the Software in a manner that complies with all applicable laws in the jurisdiction in which You use the Software, including, but not limited to, applicable restrictions concerning copyright and other intellectual property rights.

(f) You agree that You will only use the Software and its functions in a way which does not limit the possibilities of other End Users to access these services. The Provider reserves the right to limit the scope of services provided to

individual End Users, to enable use of the services by the highest possible number of End Users. Limiting the scope of services shall also mean complete termination of the possibility to use any of the functions of the Software and deletion of Data and information on the Provider's servers or third-party servers relating to a specific function of the Software.

(g) You agree not exercise any activities involving use the License key, contrary to the terms of this Agreement or leading to provide License key to any person who is not entitled to use the Software, such as the transfer of used or unused License key in any form, as well as the unauthorized reproduction, or distribution of duplicated or generated License keys or using the Software as a result of the use of a License key obtained from the source other than the Provider.

7. Copyright. The Software and all rights, without limitation including proprietary rights and intellectual property rights thereto are owned by ESET and/or its licensors. They are protected by international treaty provisions and by all other applicable national laws of the country in which the Software is being used. The structure, organization and code of the Software are the valuable trade secrets and confidential information of ESET and/or its licensors. You must not copy the Software, except as set forth in Article 6(a). Any copies which You are permitted to make pursuant to this Agreement must contain the same copyright and other proprietary notices that appear on the Software. If You reverse engineer, reverse compile, disassemble or otherwise attempt to discover the source code of the Software, in breach of the provisions of this Agreement, You hereby agree that any information thereby obtained shall automatically and irrevocably be deemed to be transferred to and owned by the Provider in full, from the moment such information comes into being, notwithstanding the Provider's rights in relation to breach of this Agreement.

8. Reservation of rights. The Provider hereby reserves all rights to the Software, with the exception of rights expressly granted under the terms of this Agreement to You as the End User of the Software.

9. Multiple language versions, dual media software, multiple copies. In the event that the Software supports multiple platforms or languages, or if You receive multiple copies of the Software, You may only use the Software for the number of computer systems and for the versions for which You obtained a License. You may not sell, rent, lease, sub-license, lend or transfer versions or copies of the Software which You do not use.

10. Commencement and termination of the Agreement. This Agreement shall be effective from the date You agree to the terms of this Agreement. You may terminate this Agreement at any time by permanently uninstalling, destroying and returning, at your own cost, the Software, all back-up copies and all related materials provided by the Provider or its business partners. Irrespective of the manner of termination of this Agreement, the provisions of Articles 7, 8, 11, 13, 19 and 21 shall continue to apply for an unlimited time.

11. END USER DECLARATIONS. AS THE END USER YOU ACKNOWLEDGE THAT THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NEITHER THE PROVIDER, ITS LICENSORS OR AFFILIATES, NOR THE COPYRIGHT HOLDERS MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE SOFTWARE WILL NOT INFRINGE ANY THIRD-PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. THERE IS NO WARRANTY BY THE PROVIDER OR BY ANY OTHER PARTY THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR THE SELECTION OF THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM IT.

12. No other obligations. This Agreement creates no obligations on the part of the Provider and its licensors other than as specifically set forth herein.

13. LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL

THE PROVIDER, ITS EMPLOYEES OR LICENSORS BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE OR OTHER THEORY OF LIABILITY, ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF THE PROVIDER OR ITS LICENSORS OR AFFILIATES ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED, IN SUCH CASES, THE LIABILITY OF THE PROVIDER, ITS EMPLOYEES OR LICENSORS OR AFFILIATES SHALL BE LIMITED TO THE SUM THAT YOU PAID FOR THE LICENSE.

14. Nothing contained in this Agreement shall prejudice the statutory rights of any party dealing as a consumer if running contrary thereto.

15. **Technical support.** ESET or third parties commissioned by ESET shall provide technical support at their own discretion, without any guarantees or declarations. The End User shall be required to back up all existing data, software and program facilities prior to the provision of technical support. ESET and/or third parties commissioned by ESET cannot accept liability for damage or loss of data, property, software or hardware or loss of profits due to the provision of technical support. ESET and/or third parties commissioned by ESET reserve the right to decide that resolving the problem is beyond the scope of technical support. ESET reserves the right to refuse, suspend or terminate the provision of technical support at its own discretion. License information, Information and other data in compliance with Privacy Policy may be required for the purpose of technical support provision.

16. **Transfer of the License.** The Software can be transferred from one Computer to another, unless contrary to the terms of the Agreement. If not contrary to the terms of the Agreement, the End User shall only be entitled to permanently transfer the License and all rights ensuing from this Agreement to another End User with the Provider's consent, subject to the condition that (i) the original End User does not retain any copies of the Software; (ii) the transfer of rights must be direct, i.e. from the original End User to the new End User; (iii) the new End User must assume all the rights and obligations incumbent on the original End User under the terms of this Agreement; (iv) the original End User has to provide the new End User with documentation enabling verification of the genuineness of the Software as specified under Article 17.

17. **Verification of the genuineness of the Software.** The End User may demonstrate entitlement to use the Software in one of the following ways: (i) through a license certificate issued by the Provider or a third party appointed by the Provider; (ii) through a written license agreement, if such an agreement was concluded; (iii) through the submission of an e-mail sent by the Provider containing licensing details (user name and password). License information and End User identification data in compliance with Privacy Policy may be required for the purpose of Software genuineness verification.

18. **Licensing for public authorities and the US Government.** The Software shall be provided to public authorities, including the United States Government, with the license rights and restrictions described in this Agreement.

19. **Trade control compliance.**

(a) You will not, directly or indirectly, export, re-export, transfer or otherwise make available the Software to any person, or use it in any manner, or be involved in any act, that could result in ESET or its holding companies, its subsidiaries, and the subsidiaries of any of its holding companies, as well as entities controlled by its holding companies (hereinafter referred to as "Affiliates") being in violation of, or being subject to negative consequences under, Trade Control Laws which includes

i. any laws that control, restrict, or impose licensing requirements on export, re-export or transfer of goods, software, technology, or services, issued or adopted by any government, state or regulatory authority of the

United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate (hereinafter referred to as "Export Control Laws") and

ii. any economic, financial, trade or other, sanction, restriction, embargo, import or export ban, prohibition on transfer of funds or assets or on performing services, or equivalent measure imposed by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate (hereinafter referred to as "Sanction Laws").

(b) ESET shall have the right to suspend its obligations under, or terminate, these Terms with immediate effect in the event that:

i. ESET determines that, in its reasonable opinion, the User has breached or is likely to breach provision of Article 19.a of the Agreement; or

ii. the End User and/or the Software become subject to Trade Control Laws and, as a result, ESET determines that, in its reasonable opinion, the continued performance of its obligations under the Agreement could result in ESET or its Affiliates being in violation of, or being subject to negative consequences under, Trade Control Laws.

(c) Nothing in the Agreement is intended, and nothing should be interpreted or construed, to induce or require either party to act or refrain from acting (or to agree to act or refrain from acting) in any manner which is inconsistent with, penalized, or prohibited under any applicable Trade Control Laws.

20. Notices. All notices and return of the Software and Documentation must be delivered to: ESET, spol. s r. o., Einsteinova 24, 851 01 Bratislava, Slovak Republic.

21. Applicable law. This Agreement shall be governed by and construed in accordance with the laws of the Slovak Republic. The End User and the Provider hereby agree that the principles of the conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods shall not apply. You expressly agree that any disputes or claims ensuing from this Agreement with respect to the Provider or any disputes or claims relating to use of the Software shall be settled by Bratislava I District Court and You expressly agree to the said court exercising jurisdiction.

22. General provisions. Should any of the provisions of this Agreement be invalid or unenforceable, this shall not affect the validity of the other provisions of the Agreement, which shall remain valid and enforceable under the conditions stipulated therein. In case of a discrepancy between language versions of this Agreement, the English version shall prevail. This Agreement may only be modified in written form, signed by an authorized representative of the Provider, or a person expressly authorized to act in this capacity under the terms of a power of attorney.

This is the entire Agreement between the Provider and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software.

EULA ID: HOM-EPCA-20-01

Privacy Policy

ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business

Registration Number: 31 333 535 as a Data Controller ("ESET" or "We") would like to be transparent when it comes to processing of personal data and privacy of our customers. To achieve this goal, We are publishing this Privacy Policy with the sole purpose of informing our customer ("End User" or "You") about following topics:

- Processing of Personal Data,
- Data Confidentiality,
- Data Subject's Rights.

Processing of Personal Data

Services provided by ESET implemented in our product are provided under the terms of End User License Agreement ("EULA") but some of them might require specific attention. We would like to provide You with more details on data collection connected with provision of our services. We render various services described in the EULA and product documentation such as update/upgrade service, support, etc. To make it all work, We need to collect following information:

- Product contains functions which allow End User to control access of managed users to certain group of web pages and/or mobile applications, time management and location finding. In order to enable these features, it sends information to the ESET, including but not limited to information on visited websites, locations, mobile applications, information about the computer, including information about the operations and functionality of the product. The information may contain data about the End User or other managed users (You may specify managed users by name, age or even photo if you like to), information about the computer, the operating system and applications installed, files from the computer on which the Product is installed.
- The account on <https://my.eset.com> under the specific needs to be created in order to use the Product. We may contact you via account on <https://my.eset.com>, product messages or email with reports and/or notification which can be customized by You.
- Update and other statistics covering information concerning installation process and your computer including platform on which our product is installed and information about the operations and functionality of our products such as operation system, hardware information, installation IDs, license IDs, IP address, configuration settings of product.
- Licensing information such as license ID and personal data such as name, surname, address, email address is required for billing purposes, license genuineness verification and provision of our services.
- Contact information and data contained in your support requests may be required for service of support. Based on the channel You choose to contact us, We may collect your email address, phone number, license information, product details and description of your support case. You may be asked to provide us with other information to facilitate service of support.

Data Confidentiality

ESET is a company operating worldwide via affiliated entities or partners as part of our distribution, service and support network. Information processed by ESET may be transferred to and from affiliated entities or partners for performance of the EULA such as provision of services or support or billing. Based on your location and service You choose to use, We might be required to transfer your data to a country with absence of adequacy decision by the European Commission. Even in this case, every transfer of information is subject to regulation of data protection legislation and takes place only if required. Privacy Shield mechanism, Standard Contractual Clauses, Binding Corporate Rules or another appropriate safeguard must be established without any exception.

We are doing our best to prevent data from being stored longer than necessary while providing services under the EULA. Our retention period might be longer than the validity of your license just to give you time for easy and

comfortable renewal. Minimized and pseudonymized statistics and other data may be further processed for statistical purposes.

ESET implements appropriate technical and organizational measures to ensure a level of security which is appropriate to potential risks. We are doing our best to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. However, in case of data breach resulting in a risk to your rights and freedoms, We are ready to notify supervisory authority as well as data subjects. As a data subject, You have a right to lodge a complaint with a supervisory authority.

Data Subject's Rights

ESET is subject to regulation of Slovak laws and We are bound by data protection legislation as part of European Union. You are entitled to following rights as a data subject:

- right to request access to your personal data from ESET,
- right to rectification of your personal data if inaccurate (You also have the right to have the incomplete personal data completed),
- right to request erasure of your personal data,
- right to request restriction of processing your personal data
- right to object to processing as well as
- right to data portability.

If You would like to exercise your right as a data subject or You have a question or concern, send us a message at:

ESET, spol. s r.o.
Data Protection Officer
Einsteinova 24
85101 Bratislava
Slovak Republic
dpo@eset.sk