

# ESET Parental Control for Android

## User guide

[Click here to display the online version of this document](#)

Copyright ©2022 by ESET, spol. s r.o.

ESET Parental Control for Android was developed by ESET, spol. s r.o.

For more information visit <https://www.eset.com>.

All rights reserved. No part of this documentation may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise without permission in writing from the author.

ESET, spol. s r.o. reserves the right to change any of the described application software without prior notice.

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

REV. 5/17/2022

1 Introduction .....	1
<b>1.1 Minimum system requirements</b> .....	1
2 Installation .....	2
<b>2.1 Download from Google Play</b> .....	2
<b>2.2 Installation - Start-up Wizard</b> .....	3
3 Uninstallation .....	6
4 Product activation .....	6
5 Settings on child's device .....	8
6 Quick actions .....	8
7 Locator .....	8
<b>7.1 Zones with alerts</b> .....	9
8 Rules .....	11
<b>8.1 Application Guard</b> .....	11
<b>8.2 Web Guard</b> .....	13
8.2 Add exceptions manually .....	14
9 History log .....	14
10 Reports .....	15
<b>10.1 Application Guard</b> .....	15
<b>10.2 Web Guard</b> .....	16
11 Devices .....	16
12 Settings .....	17
<b>12.1 General</b> .....	18
<b>12.2 Alerts</b> .....	19
<b>12.3 Requests</b> .....	19
13 Manage your child requests .....	20
14 Children .....	20
15 Feedback .....	21
16 Customer Care .....	21
17 Changes in Phone and SMS services .....	22
18 Customer Experience Improvement Program .....	22
19 End User License Agreement .....	23
20 Privacy Policy .....	30

# 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 ESET HOME portal so that parents can monitor and adjust their child's online activity from any web browser by signing in to their ESET HOME account.

Category-based Web filtering restricts children from accessing inappropriate web content. ESET Parental Control for Android 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 for Android 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 for Android in just a few easy steps.
- **Parental portal** ([parentalcontrol.eset.com](https://parentalcontrol.eset.com)) — Lets you sign up for a ESET HOME 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 for Android, your Android device must meet the following minimum system requirements:

- Operating system: Android 5 (Lollipop) and 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 for Android 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](https://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 for Android.

## Download from Google Play

Open the Google Play Store application on your Android device and search for ESET Parental Control for Android (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:



## Installation – Start-up Wizard

The first time that you open ESET Parental Control for Android, you will be prompted to set up ESET Parental Control for Android

### Set up ESET Parental Control for Android on parent's device

1. Select your **Country** and the **Language** you want to use in ESET Parental Control for Android. Tap **Accept**. By tapping the **Accept** button, you agree to the [End User License Agreement](#), and you acknowledge the [Privacy Policy](#).
2. Select if you want to participate in the **Customer Experience Improvement Program**. You can change this later in the program's settings. Learn more about the [Customer Experience Improvement Program](#). Select if you would like to allow ESET Parental Control for Android to send ESET promotional discounts and product news. Tap **Next** to confirm your decisions.
3. Select **Parent**. You can find the same tools and settings for a parent from the app on the ESET HOME portal.
4. Sign in to your ESET HOME account. If you do not have an account, you can create one.
5. If you are installing ESET Parental Control for Android for the first time, you will be prompted to 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 PIN.

6. Tap **OK** to start ESET Parental Control for Android.

7. If you do not have any child profiles, you need to create one first. 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**.

## Set up ESET Parental Control for Android on a child's device



### Start-up Wizard differences

This guide is intended for stock Android devices. Permission settings may differ based on the device manufacturer.

1. Select your **Country** and the **Language** you want to use in ESET Parental Control for Android. Tap **Accept**. By tapping the **Accept** button, you agree to the [End User License Agreement](#), and you acknowledge the [Privacy Policy](#).

2. Select if you want to participate in the [Customer Experience Improvement Program](#). You can change this later in the program's settings. Select if you would like to allow ESET Parental Control for Android to send ESET promotional discounts and product news. Tap **Next** to confirm your decisions.

3. Select **Child**.

4. Log in to your ESET HOME account. If you do not have an account, you must create one.

### ✓ [Log in to an existing ESET Parental Control for Android account](#)

a. Type in your email and tap **Continue**.

b. Type in your password and tap **Log in**.

### ✓ [Create a new ESET Parental Control for Android account](#)

a. Tap **Create account**.

b. Type in your email and a new password. Your password must be at least 10 characters long and contain a lowercase letter, an uppercase (CAPITAL) letter, and at least one number.

c. Tap **Create account**. An email from ESET is sent to you to verify and activate your account.

5. If you are using ESET Parental Control for Android for the first time, you will be prompted to 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 PIN.

6. Select a child profile or create a new one. If you do not have any child profiles, you need to create one first. To create a new child's profile, tap the **+** button. 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**.
7. On the next screen, you will be instructed how to enable app monitoring. Tap **Next**.
8. In the accessibility settings, select **Parental Control**.
9. Tap the switch icon to enable ESET Parental Control for Android to use the service.
10. Tap **Allow** confirming your decision.
11. You will be returned to the ESET Parental Control for Android app. Tap **Next** to continue to allow Usage access permissions.
12. Select **Parental Control**.
13. Tap the switch button to grant usage access for ESET Parental Control for Android.
14. You will be returned to the ESET Parental Control for Android app. Tap **Next** to continue to allow Screen overlay permission that will allow blocking screen functionality for ESET Parental Control for Android.
15. Tap the switch button to allow ESET Parental Control for Android to display over other apps.
16. You will be returned to the ESET Parental Control for Android app. Tap **Next** to enable the uninstall protection. Uninstall protection will block unauthorized uninstallation of ESET Parental Control for Android.
17. Tap **Activate this device admin app**.
18. Tap **Continue** to allow permissions necessary for the proper function of ESET Parental Control for Android.
19. Tap **Allow** enabling ESET Parental Control for Android to manage phone calls.
20. Tap **Allow** only while using the app to enable ESET Parental Control for Android to access the child's device location.
21. Tap **Allow** enabling background location access for ESET Parental Control for Android.
22. Tap **Allow all the time**.
23. Click **Enable** to finish the setup. Parental protection is now active.



### Guest Account misuse

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

On stock Android:

1. Open your device's Settings app.
  2. Tap **System** -> **Advanced** -> **Multiple users**.
  3. Tap the switch button to turn off the **Multiple users** feature.
- These settings may differ based on your device's manufacturer.



### 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 must create an exception to allow the ESET Parental Control for Android to work with a battery-saving feature turned on. To create an exception, check your device manufacturer's documentation.

## Uninstallation

ESET Parental Control for Android 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 ESET HOME 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 for Android 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 for Android 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 for Android:

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

There are multiple ways to activate ESET Parental Control for Android. 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 for Android 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-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://home.eset.com/convert>.

#### ✓ [I downloaded ESET Parental Control for Android 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-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://home.eset.com/convert>.

## Settings on child's device

To access the parental settings on your child's device, open the ESET Parental Control for Android application, tap the gear icon  or the bell icon  and select **Parental settings**.



The bell icon  displays instead of the gear icon  when an action is required by the parent in ESET Parental Control for Android.

Type your ESET HOME credentials and tap **Enter**. You can access parental settings while ESET Parental Control for Android is on screen. After leaving ESET Parental Control for Android, parental protection automatically turns on.

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

## Quick actions

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

- **Add Time** or **Reduce** time. ESET Parental Control for Android 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 for Android allows you to locate your child's device position using various methods:



### Location services

ESET Parental Control for Android 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 for Android 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 for Android application.

### Locate child using ESET HOME portal

Log into your ESET HOME 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 for Android 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 for Android 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 for Android, 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 for Android 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 for Android 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](https://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.

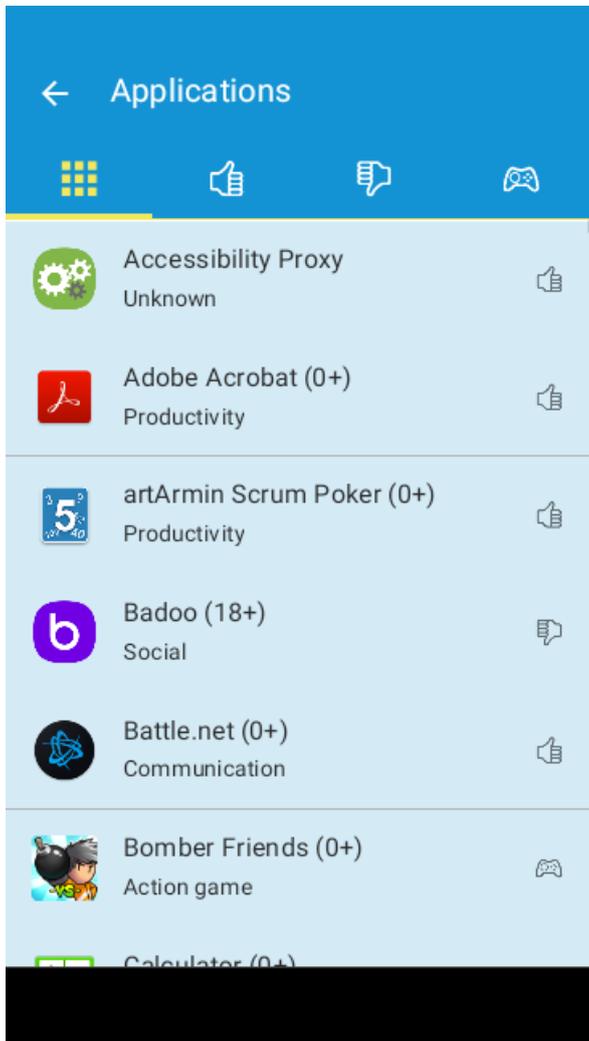
You can change the categories of applications, view all the installed applications and filter them by multiple categories. To change a category of an application, tap the selected application and select a category.

**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.



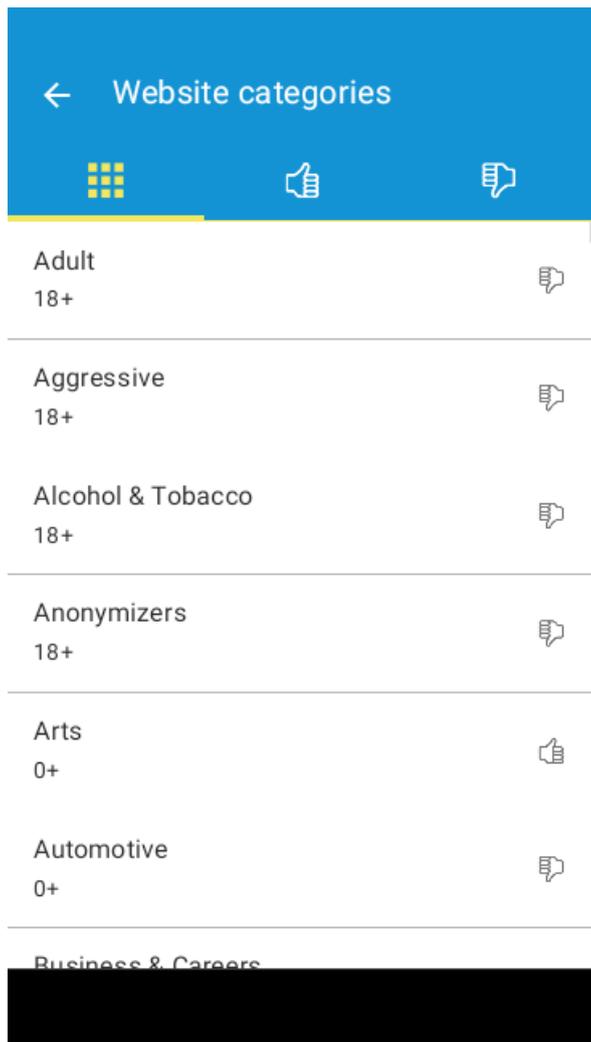
### Blocking

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 for Android 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 for Android Safe Search is only available for Android 4.3 and later.

ESET Parental Control for Android Safe Search filters the results of searches from search engines (Google, Yandex, Bing, Yahoo, DuckDuckGo). When turned on, ESET Parental Control for Android 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 for Android 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.

## History log

The History log contains all child restrictions activity in ESET Parental Control for Android. This screen gives a summary of your activity and helps identify any abnormal activity.

If you do not recognize an activity, your child might know your parental pin or your ESET HOME password, and we recommend you change it. Tap the applicable activity and then tap **Set parental pin** or **Reset password**..

You can filter activities by categories:

- **Child** - Activities performed on child devices.
- **Parent** - Activities performed on parent devices.
- **Web** - Activities from ESET HOME.

- **Unknown** - Activities from devices that had ESET Parental Control for Android uninstalled.
- **Only suspicious activities** - Potentially suspicious activities, usually activities that can cause relaxing already applied restrictions.

## Reports

You can find a daily summary of your child's activity on their mobile device on the ESET Parental Control for Android 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 for Android. 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 Android for each child, the status of the devices and the potential issues that may prevent your devices from being optimally configured.

ESET Parental Control for Android will give you these device statuses:

- **Battery status** - ESET Parental Control for Android will let you know the remaining battery percentage of your child's device.
- **Phone status** - ESET Parental Control for Android 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 for Android will display the **Tracked device** icon.

ESET Parental Control for Android will alert you of following optimization issues:

- **Application:** Enable the use of GPS satellites to allow ESET Parental Control for Android to determine the location of the device more precisely.
- **ESET HOME:** 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 for Android to determine location of the device more precisely.

- ESET HOME: 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 ESET HOME, even if the device is not connected via Wi-Fi.
- ESET HOME: 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.
- ESET HOME: 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 ESET HOME.
- ESET HOME: Google Play services can be installed from [Google Play](#).
- Application: Activate ESET Parental Control for Android as device administrator on this device to avoid unauthorized removal of the app.
- ESET HOME: Activate ESET Parental Control as device administrator to avoid unauthorized removal of the app.  
To add ESET Parental Control for Android 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.
- ESET HOME: 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 for Android 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 for Android user interface, tap **Language** and select the language of your choice
- **Uninstall** – run the Uninstall wizard to remove ESET Parental Control for Android 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 for Android.
- **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:

oLocks the screen until a child reads it.

oLocates 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 (!).



### SMS Features

To access features that use SMS services in ESET Parental Control for Android, 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](#).

- **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 for Android 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**.

## 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 for Android 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 for Android is available
- A new application is installed on the child's device
- The device is not optimally configured for ESET Parental Control for Android
- 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 for Android 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 for Android application for additional time for time-limited apps, or access to blocked web sites and apps by tapping **Ask parents** when ESET Parental Control for Android 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 ESET HOME 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 for Android 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 for Android 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 ESET HOME portal

Sign in to your ESET HOME 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:

1. Go to the main menu .
2. 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:

1. Select the profile you want to edit.
2. When you finish editing, tap **Save**.

## Delete child profile

To delete the child's profile at least one of the following conditions must apply:

- No device is assigned to the child's profile.
- No device assigned to the child's profile was active in the past three days.



### Deleting a child profile

Deleting a child's profile will cause the ESET Parental Control for Android on devices assigned to that profile to stop functioning.

## Delete a child profile on ESET HOME

1. Go to [the Parental Control section of ESET HOME portal](#).
2. Select the profile you want to delete.
3. Tap **Profile**.
4. Tap **Delete profile**.
5. Tap **Remove** to confirm.

## Delete a child profile using ESET Parental Control for Android application

1. Open ESET Parental Control for Android application on your device.
2. In the main menu , tap **Children**.
3. Select the profile you want to delete.
4. Tap the trash can icon.
5. Tap **Remove** to confirm.

## Feedback

We would appreciate your feedback about ESET Parental Control for Android. You can rate the app on [Google Play](#) or tap **Feedback** from the ESET Parental Control for Android main menu  to email the feedback form. You can also send email to [parental@eset.com](mailto:parental@eset.com).

## Customer Care

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

To send a support request directly from your device, open ESET Parental Control for Android main menu  and

tap **Customer care** > **Report issue**.

ESET Parental Control for Android 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 for Android 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 for Android. Due to these permissions restrictions, the following features will no longer be available in ESET Parental Control for Android:

- 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

Effective as of October 19, 2021.

**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 ("Agreement") executed by and between ESET, spol. s r. o., having its registered office at Einsteinova 24, 85101 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31333532 ("ESET" or "Provider") and you, a physical person or legal entity ("You" or "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 and acknowledge the Privacy Policy. If You do not agree to all of the terms and conditions of this Agreement and/or Privacy Policy, 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 ("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, smartphones, 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 ("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 by the number of End Users. One End User shall be taken to refer to the following: (i) installation of the Software on one Computer; or (ii) if the extent of a license is bound to the number of mailboxes, then one End User shall be taken to refer to a Computer user who accepts electronic mail via a Mail User Agent ("MUA"). If MUA accepts electronic mail and subsequently distributes it automatically to several users, then the number of End Users shall be determined according to the actual number of users for whom the electronic mail is distributed. If a mail server performs the function of a mail gate, the number of End Users shall equal the number of mail server users for which the said gate provides services. If an unspecified number of electronic mail addresses are directed to and accepted by one user (e.g., through aliases) and messages are not automatically distributed by the client to a larger number of users, a License for one computer shall be required. You must not use the same License at the same time on more than one Computer. The End User is entitled to enter the License key to the Software only to the extent to which the End User has the right to use the Software in accordance with the limitation arising from the number of Licenses granted by Provider. The License key is deemed confidential, You must not share the License with third parties or allow third parties to use the License key unless permitted by this Agreement or Provider. If your License key is compromised, notify Provider immediately.

**c) Home/Business Edition.** A Home Edition version of the Software shall be used exclusively in private and/or non-commercial environments for home and family use only. A Business Edition version of the Software must be obtained for use in a commercial environment as well as to use the Software on mail servers, mail relays, mail

gateways, or Internet gateways.

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

e) **OEM Software.** Software classified as "OEM" 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 also be 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 connection 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. Connection to the Internet and applicable data collection is necessary for functioning of the Software and for updating and upgrading the Software. The Provider shall be entitled to issue updates or upgrades 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 the automatic installation of Updates. For 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.

Provision of any Updates may be subject to End of Life Policy ("EOL Policy"), which is available on [https://go.eset.com/eol\\_home](https://go.eset.com/eol_home). No Updates will be provided after the Software or any of its features reaches the End of Life date as defined in the EOL Policy.

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.

**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 backup 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 a 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 to 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 backup copies and all related materials provided by the Provider or its business partners. Your right to use Software and any of its features may be subject to EOL Policy. After the Software or any of its features reaches the End of Life date defined in the EOL Policy, your right to use the Software will terminate. 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 INSTALLATION, 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. No technical support will be provided after the Software or any of its features reaches the End of Life date defined in the EOL Policy. 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 activity, 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 ("Affiliates") being in violation of, or being subject to, negative consequences under trade control laws which include:

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, 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.

(legal acts referred to in points i, and ii. above together as "Trade Control 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 returns of the Software and Documentation must be delivered to: ESET, spol. s r. o., Einsteinova 24, 85101 Bratislava, Slovak Republic, without prejudice to ESET's right to communicate to You any changes to this Agreement, Privacy Policies, EOL Policy and Documentation in accordance with art. 22 of the

Agreement. ESET may send You emails, in-app notifications via Software or post the communication on our website. You agree to receive legal communications from ESET in electronic form, including any communications on change in Terms, Special Terms or Privacy Policies, any contract proposal/acceptance or invitations to treat, notices or other legal communications. Such electronic communication shall be deemed as received in writing, unless applicable laws specifically require a different form of communication.

**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. This Agreement has been executed in English. In case any translation of the Agreement is prepared for the convenience or any other purpose or in any case of a discrepancy between language versions of this Agreement, the English version shall prevail.

ESET reserves the right to make changes to the Software as well as to revise terms of this Agreement, its Annexes, Addendums, Privacy Policy, EOL Policy and Documentation or any part thereof at any time by updating the relevant document (i) to reflect changes to the Software or to how ESET does business, (ii) for legal, regulatory or security reasons, or (iii) to prevent abuse or harm. You will be notified about any revision of the Agreement by email, in-app notification or by other electronic means. If You disagree with the proposed changes to the Agreement, You may terminate it in accordance with Art. 10 within 30 days after receiving a notice of the change. Unless You terminate the Agreement within this time limit, the proposed changes will be deemed accepted and become effective towards You as of the date You received a notice of the change.

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.

## **ADDENDUM TO THE AGREEMENT**

**Filtering, Categorization and Location.** Additional provisions apply to the Filtering, Categorization and Location as follows:

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 ESET HOME 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 ESET HOME Account, authorized or not. If ESET HOME Account is compromised, notify Provider immediately. You agree and acknowledge that Provider is allowed to contact you via ESET HOME 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.

**Codes.** Additional provisions apply to the Codes as follows:

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.

EULAID: EULA-PRODUCT-EPCA; 3537.0

## Privacy Policy

The protection of personal data is of particular importance to 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: 31333532 as a Data Controller ("ESET" or "We"). We want to comply with the transparency requirement as legally standardized under the EU General Data Protection Regulation ("GDPR"). To achieve this goal, We are publishing this Privacy Policy with the sole purpose of informing our customer ("End User" or "You") as a data subject about following personal data protection topics:

- Legal Basis of Personal Data Processing,
- Data Sharing and Confidentiality,
- Data Security,
- Your Rights as a Data Subject,
- Processing of Your Personal Data
- Contact Information.

## Legal Basis of Personal Data Processing

There are a few legal bases for data processing which We use according to the applicable legislative framework related to protection of personal data. The processing of personal data at ESET is mainly necessary for the performance of the [End User License Agreement](#) ("EULA") with End User (Art. 6 (1) (b) GDPR), which is applicable

for the provision of ESET products or services, unless explicitly stated otherwise, e.g.:

- Legitimate interest legal basis (Art. 6 (1) (f) GDPR), that enables us to process data on how our customers use our Services and their satisfaction to provide our users with the best protection, support and experience We can offer. Even marketing is recognized by applicable legislation as a legitimate interest, therefore We usually rely on it for marketing communication with our customers.
- Consent (Art. 6 (1) (a) GDPR), which We may request from You in specific situations when we deem this legal basis as the most suitable one or if it is required by law.
- Compliance with a legal obligation (Art. 6 (1) (c) GDPR), e.g. stipulating requirements for electronic communication, retention for invoicing or billing documents.

## Data Sharing and Confidentiality

We do not share your data with third parties. However, ESET is a company that operates globally through affiliated companies or partners as part of our sales, service and support network. Licensing, billing and technical support information processed by ESET may be transferred to and from affiliates or partners for the purpose of fulfilling the EULA, such as providing services or support.

ESET prefers to process its data in the European Union (EU). However, depending on your location (use of our products and/or services outside the EU) and/or the service you choose, it may be necessary to transfer your data to a country outside the EU. For example, we use third-party services in connection with cloud computing. In these cases, we carefully select our service providers and ensure an appropriate level of data protection through contractual as well as technical and organizational measures. As a rule, we agree on the EU standard contractual clauses, if necessary, with supplementary contractual regulations.

For some countries outside the EU, such as the United Kingdom and Switzerland, the EU has already determined a comparable level of data protection. Due to the comparable level of data protection, the transfer of data to these countries does not require any special authorization or agreement.

## Data Security

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 the relevant supervisory authority as well as affected End Users as data subjects.

## Data Subject's Rights

The rights of every End User matter and We would like to inform you that all End Users (from any EU or any non-EU country) have the following rights guaranteed at ESET. To exercise your data subject's rights, you can contact us via support form or by e-mail at [dpo@eset.sk](mailto:dpo@eset.sk). For identification purposes, we ask you for the following information: Name, e-mail address and - if available - license key or customer number and company affiliation. Please refrain from sending us any other personal data, such as the date of birth. We would like to point out that to be able to process your request, as well as for identification purposes, we will process your personal data.

**Right to Withdraw the Consent.** Right to withdraw the consent is applicable in case of processing based on consent only. If We process your personal data on the basis of your consent, you have the right to withdraw the consent at any time without giving reasons. The withdrawal of your consent is only effective for the future and does not affect the legality of the data processed before the withdrawal.

**Right to Object.** Right to object the processing is applicable in case of processing based on the legitimate interest of ESET or third party. If We process your personal data to protect a legitimate interest, You as the data subject have the right to object to the legitimate interest named by us and the processing of your personal data at any time. Your objection is only effective for the future and does not affect the lawfulness of the data processed before the objection. If we process your personal data for direct marketing purposes, it is not necessary to give reasons for your objection. This also applies to profiling, insofar as it is connected with such direct marketing. In all other cases, we ask you to briefly inform us about your complaints against the legitimate interest of ESET to process your personal data.

Please note that in some cases, despite your consent withdrawal, we are entitled to further process your personal data on the basis of another legal basis, for example, for the performance of a contract.

**Right of Access.** As a data subject, you have the right to obtain information about your data stored by ESET free of charge at any time.

**Right to Rectification.** If we inadvertently process incorrect personal data about you, you have the right to have this corrected.

**Right to Erasure and Right to Restriction of Processing.** As a data subject, you have the right to request the deletion or restriction of the processing of your personal data. If we process your personal data, for example, with your consent, you withdraw it and there is no other legal basis, for example, a contract, We delete your personal data immediately. Your personal data will also be deleted as soon as they are no longer required for the purposes stated for them at the end of our retention period.

If we use your personal data for the sole purpose of direct marketing and you have revoked your consent or objected to the underlying legitimate interest of ESET, We will restrict the processing of your personal data to the extent that we include your contact data in our internal black list in order to avoid unsolicited contact. Otherwise, your personal data will be deleted.

Please note that We may be required to store your data until the expiry of the retention obligations and periods issued by the legislator or supervisory authorities. Retention obligations and periods may also result from the Slovak legislation. Thereafter, the corresponding data will be routinely deleted.

**Right to Data Portability.** We are happy to provide You, as a data subject, with the personal data processed by ESET in the xls format.

**Right to Lodge a Complaint.** As a data subject, You have a right to lodge a complaint with a supervisory authority at any time. ESET is subject to the regulation of Slovak laws and We are bound by data protection legislation as part of the European Union. The relevant data supervisory authority is The Office for Personal Data Protection of the Slovak Republic, located at Hraničná 12, 82007 Bratislava 27, Slovak Republic.

## Processing of Your Personal Data

Services provided by ESET implemented in our product are provided under the terms of [EULA](#), but some of them might require specific attention. We would like to provide You with more details on data collection connected with the provision of our services. We render various services described in the EULA and the product [documentation](#). To make it all work, We need to collect the following information:

**Licensing and Billing Data.** The name, e-mail address, license key and (if applicable) address, company affiliation and payment data are collected and processed by ESET in order to facilitate the activation of license, license key delivery, reminders on expiration, support requests, license genuineness verification, provision of our service and other notifications including marketing messages in line with applicable legislation or Your consent. ESET is

legally obliged to keep the billing information for the period of 10 years, however the licensing information will be anonymized no later than 12 months after the expiration of license.

**Update and Other Statistics.** The processed information includes 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, MAC address, configuration settings of product are processed for the purpose of provision update and upgrade services and for the purpose of maintenance, security and improvement of our backend infrastructure.

This information is kept apart from the identification information required for the licensing and billing purposes since it does not require the identification of End User. The retention period is up to 4 years.

**Parental Control.** The product contains functions which allow End User to control access of managed users to a certain group of web pages and/or mobile applications, time management and location finding. In order to enable these features, ESET processes information on visited websites, locations, mobile applications, information about the managed user's device, including information about the operations and functionality of the product. The information may also 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 operating system and applications installed, files from the device on which the product is installed. ESET HOME Account on <https://home.eset.com> is required to access the statistics and settings of your managed devices conveniently from web browser. The retention period is managed by End User.

**Technical Support.** The contact and licensing 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. The data processed for technical support is stored for 4 years.

**Customer Experience Improvement Program.** If You chose to activate [Customer Experience Improvement Program](#) , the anonymous telemetry information relating to the use of Our products will be collected and used, based on Your consent.

Please note that if the person using our products and services is not the End User who has purchased the product or service and concluded the EULA with Us, (e.g. an employee of the End User, a family member or a person otherwise authorized to use the product or service by the End User in compliance with EULA, the processing of the data is carried out in the legitimate interest of ESET within the meaning of Art. 6 (1) f) GDPR to enable the user authorized by End User to use the products and services provided by Us in accordance with EULA.

## Contact Information

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](mailto:dpo@eset.sk)