

Safety Butler Service

Terms & Conditions

1. These Safety Butler Service Terms & Conditions govern the provision and use of the Security Butler Service, Safety Butler SAFE Value-added Service and Safety Butler IDP Value-added Service (collectively referred as the “Service” below).
2. Each valid internet service account and Macau mobile number can apply for one (1) Safety Butler Service; and up to maximum five (5) Safety Butler SAFE Value-added Services and maximum five (5) Safety Butler IDP Value-added Services.
3. The Safety Butler Service monthly service fee includes the use of Safety Butler Service, CTM SAFE (protection on two (2) devices) and CTM IDP (monitoring on one (1) email). The Safety Butler SAFE Value-added Service monthly services fee includes the use of Safety Butler SAFE Value-added Service, which provides protection on one (1) additional device under Safety Butler Service. The Safety Butler IDP Value-added Service monthly fee includes Safety Butler IDP Value-added Service, which provides monitoring on one (1) additional email and two (2) additional devices under Safety Butler Service.
4. Once customer applied for the Service through CTM, he/she is not required to apply for the Service via other channels again.
5. The monthly service fee shall be charged in advance on a monthly basis. If the Service commencement date falls on a day other than the first day or the service termination date falls on a day other than the last day of each month, the monthly service fee will be charged by prorated based on the cut-off date.
6. Downloading and using the Service will consume/charge local mobile data usage in Macau. When customer uses and downloads the Service while roaming, he/she shall pay for additional roaming data usage charged by respective mobile network operator. As such, customer is suggested to use the Service on Wi-Fi network whenever possible.
7. To use the Service, customer should comply with the following conditions: (i) customer must be age of 18 or above. (ii) customer must register for an account, and provide true, accurate, complete and up-to-date account information to CTM (including name, valid internet service account, Macau mobile number and email address). When the relevant information changes, customer has to update the information to CTM in time. (iii) use the service by internet. and (iv) customer’s account could only manage the subscribed service content under his or her account (or customer authorizes designated user to manage his or her account if specific service function allows).

8. When customer changes his/her Macau mobile number, please call CTM's No. 1 Service Hotline: 1000 to update the login account. Please login again with the updated Macau mobile number.
9. Before using the Service, customer is required to download and install the software or mobile APP "CTM SAFE" and "CTM IDP" to your computer or mobile devices in advance. Customer is also required to update the software and applications in time to use the Service. If the customer fails to update the software and applications on time, the use of the Service may be affected and CTM does not take any responsibility in this regard.
10. The database used by certain services will be updated from time to time, such as virus definition files, spyware definition, anti-spam rules, URL list, firewall rules, vulnerability data, and update lists of verified websites (collectively as "Database Updates"). During the effective period of the Service, customer may access to the Database Updates in which the Service applies.
11. The Service is applicable to Windows and MacOS on computer and iOS and Android on mobile devices and tablets. Customer is required to check whether your own devices are compatible to use the Service. Certain feature(s) of the Services may vary depending on different operation system, please refer to the user manual for details.
12. Customer agrees not to modify, adapt, translate, lease, sublicense, re-sale, distribute, decode, reverse engineering, decompile or create derivative products with the software and/or the related files or any part thereof in connection with the Service.
13. Before installing CTM SAFE software or mobile APP, customer shall remove all anti-virus software on computer, mobile phones or other devices. Otherwise, customer may encounter problems while and/or after installing, and while using their devices or the software. CTM does not guarantee the Service is completely free from failure or error under any circumstances. Customer is responsible for taking the necessary measures to protect your computer or mobile device and software.. Customer agrees that CTM shall not be liable to any loss on your computer or mobile devices, software or files which may arise as result of using the Service or in connection with the Service.
14. CTM SAFE software or mobile APP cannot detect or remove any email infected by computer virus without attachment.
15. When the Service detects any computer virus or spyware which may affect customer's computer, mobile phones or devices, CTM has the absolute discretion to decide whether to remove/delete the respective computer virus or spyware and/or take any other appropriate actions.

16. When customer opens virus infected files, the purpose of the Service is to detect and remove most of the computer virus and spyware in the virus infected files and the computer virus and spyware on customers' computer or mobile devices. Should any of the computer virus or spyware attached in any of the files cannot be removed, such virus infected files will be deleted. CTM shall not be liable to any file or data loss which may arise caused by the removal/deletion process.
17. If customer uses the parental control and features to monitor and manage his or her minor's online activity, customer is required to download the CTM SAFE and CTM IDP software or mobile APP on his or her minor's devices. Customer is solely responsible for monitoring his or her minor's devices and online activities.
18. While opening CTM Safe Browser, it will detect whether the website is trusted for online shopping and online banking, and automatically block access to known fake online shopping or banking phishing sites. CTM and its third-party service supplier will update the list of verified online shopping and banking websites from time to time to ensure accuracy and completeness of the information. Notwithstanding, CTM and its third-party service provider will not be responsible for any loss or paying any compensation caused by the failure to update the list of online shopping and banking websites.
19. When customer enters an email address for email monitoring, customer agrees to provide data information relating to customer or customer's family users to CTM and third-party service provider, and the information is true and accurate. At the same time, customer is duly authorized to provide such information to CTM and third-party service provider, as well as representing customer's family users to monitor their accounts on their behalf.
20. When customer uses CTM IDP software or mobile APP, he or she is required to set a master password for activation of the vault and protect the password. CTM will not save or keep the master password for customer. If the customer loses the master password, CTM will not be able to restore the password for the customer. CTM shall not be liable for any loss resulted thereby.
21. If it is detected or determined that customer's information may be leaked or appears in the dark web, notification will be sent to customer. However, CTM will not remove customer's information from the dark web, and does not guarantee the accuracy and integrity of the information on the dark web.
22. If customer invites user to use the Service under the same mobile number and applies for the Safety Butler Service, it will cause the customer's account reverting to default settings. The invited user will be required to log in to CTM SAFE and CTM IDP software or mobile APP again to activate the service content, and is required to reset the service settings.

23. CTM may interrupt or suspend the Service for maintenance, testing, upgrading or remote updating. CTM will resume services as soon as possible, however, CTM will not be liable to any loss or paying any compensation arising from the interruption or suspension.
24. To the extent permitted by law, CTM and its group companies, and third-party service provider and their respective directors, employees or agents will not bear any legal liability under the following circumstances: (i) damage or loss of data, voice files, videos or other data caused by customer's use of the Service; (ii) the customer suffers from any claim in contract, tort or otherwise, any direct or indirect loss of profits or income, whether or not related loss of an economic nature, as a result of an error or discrepancy in the computer, mobile devices or other devices through the use of the Services; (iii) any claim arising from the Service and/or any content accessible through the Service or any content obtained from the relevant devices supplied, provided, sold or made available through the Service (or any failure or delay to supply, provide, sell or make available); (iv) any interruption, suspension or degeneration relating to the Service or any part thereof; (v) any damage attributable to events or circumstances beyond CTM's control (i.e. force majeure events). Force majeure events include but not limited to: natural disasters, wars, rebellions, explosions, fires, floods, government acts, constraints imposed by the government or regulatory authorities, labor disputes, trade disputes or delay caused by any third-party which is beyond CTM's control.
25. Customer acknowledges and agrees CTM shall not be liable to the following: (i) damage or loss to any data, software and/or hardware which are pre-loaded on customer's computer, mobile phones or devices; (ii) any direct or indirect losses and related claim arising from the provision of Service by the customer or any third party.
26. Customer agrees that CTM shall not be liable for any loss or damage of the income or profit (whether direct or indirect) arising from the use of the Service under any circumstances.
27. Customer should properly keep his or her account login information and password, and shall not disclose to any third-party under any circumstances. CTM and third-party service provider shall not be liable for any loss caused by the disclosure of such information.
28. In the event of any network interruption on the wireless network or internet service of customer's computer, mobile phone or other devices, the Service may not be available. Customer may fail to receive message, notification, alert or alert prompt from the devices.

29. CTM reserves all the rights and absolute discretion on the provision and means of delivery of the Service. CTM may, as it deems appropriate, change the methods and means of delivery from time to time. During such circumstances, CTM will try its best to provide notice within reasonable and practicable period of time.
30. Customer understands that in the event of power failure or other reasons beyond CTM's control, the Service may be interrupted temporarily, delayed or terminated temporarily resulting in the failure of using the Service. CTM will not guarantee the quality and availability of the Service, and will not bear any legal responsibility of such instances. In any case, CTM shall not be directly or indirectly liable for the loss, damage, charges and expenses resulted from failure, interruption, delay, temporary termination of the Service.
31. In accordance to applicable laws and regulations related to personal data protection laws, CTM will process and collect customer's data, including but not limited to account and personal information, device details, log data, usage data, the computer, mobile phones and/or devices used for the Service according to CTM Privacy Policy and Personal Data Collection and Processing Statement. For details, please visit www.ctm.net
32. Customer agrees the use of the Service is bounded by CTM Acceptable Use Policy (AUP) and the service provider, F-Secure's Terms & Conditions of Use. For details, please visit www.ctm.net and www.f-secure.com/en/legal/terms .
33. If Customer terminates the Safety Butler Service, monthly service fee of the Safety Butler Service, the Safety Butler SAFE Value-added Service and Safety Butler IDP Value-added Service (if applicable) paid in advance will be refunded on pro-rata basis according to the cut-off date and the respective Safety Butler Service and Value-added Services (if applicable) will be terminated at the same time.
34. When customer terminates the Safety Butler SAFE or Safety Butler IDP Value-added Services, the initial added device will be removed. When customer terminates the Safety Butler IDP Value-added Service, the last monitoring email inputted in the CTM IDP software or mobile APP will be removed.
35. SMS alert, SMS notification, confirmation SMS sent may be delayed due to the telecommunication network condition. The contents of SMS are for reference only and shall be subject to the latest record of CTM.
36. If anyone is found or suspected to have fraudulently, deceptively, unlawfully or improperly use the Service, CTM has the right to permanently or temporarily suspend such person from using the Service or any part of the Service.
37. CTM reserves the right to change the above terms and conditions at any time without prior notice, and such changes will be published through the official

website. If the customer continues to use the Service, it represents the customer has accepted the relevant changes.