RULES AND CONDITIONS OF USE

Access to the service

Access to the service is via the Globo Shopping Center website through special page containing basic information about the service itself and a directing link to the Hear-t website. The same link can be made through the use of a QR-Code.

Hear/t Landing page

The landing page is built with colors, fonts and logo of the service and features:

1. Logo and service name;
2. Logo and name of the center concerned;
3. Text description of the service;
4. A registration key to the service;
5. A login button;

Hear-t Registration

The registration page requires the following mandatory data to be entered:

1. Name
2. Last name
3. Cell phone with international prefix
4. Password entry
5. Password confirmation
6. Flag regulation and terms of use and link to pdf of regulation
7. Personal data processing consent flag and link to pdf of personal data processing notice
8. Flag related to health self-declaration (user declares to be deaf)

Once the required data has been entered, the user can register using the appropriate button.

Hear-t Contact validation

The user receives a text message containing a link to confirm his cell phone number. By clicking on the link, he is directed to a contact validation landing page. Once the contact is validated, the user can use the service.

Hear-t Login

The user enters username and password and clicks on the login button. The system, after making the appropriate checks, directs the user to the management page.

Hear-t Management

From the management page of Hear-t, the user can:

1. Change your cell phone number (the mechanism of validating the new number is re-enacted, with receipt of SMS confirmation);
2. Change the password
3. Making a video call;
4. Withdraw from service.

Obligations of users

The user, in using the service and the features offered, agrees not to engage in unlawful conduct, not to violate the rights of other users and third parties, and to scrupulously adhere to a principle of self-discipline and self-responsibility. In particular, the user, in using the service, must scrupulously abide by the following requirements listed below by way of example but not limited to:

a. make use of the service in accordance with the directions for use and in scrupulous adherence to the underlying purposes designed to benefit deaf individuals;
b. Do not use the service in a manner likely to impair its smooth operation;
c. Not to use the service in ways likely to adversely affect the reputational components of the Globo Shopping Center
d. Do not use the service in a way that causes harm to other users and third parties;
e. Not using the service by violating the fundamental rights of other users or third parties.

This, of course, is without prejudice to further obligations under current regulations.

By reason of the foregoing, Globo Shopping Center shall have the right to suspend, revoke or terminate, even permanently, the user's *account* and terminate any use of the Service by the user by blocking access thereto, immediately and without prior notice and without any charge to the user, if, in its sole discretion, the above obligations are violated.

Responsibility

Without prejudice to the provisions of the preceding article, the user, in using the service, assumes all responsibility arising from the entry of the required data, with particular reference to the self-declaration of health provided during registration. Consequently, the Globo Shopping Center and the service provider are exempt from any claim or action that may possibly be made by other users or third parties.

Globo Shopping Center and the service provider are not liable to the user for delays, inefficiencies or suspensions of the service that depend on third parties or are caused by force majeure or fortuitous event (including, but not limited to: suspension, slowdown or malfunction of the internet connection or electricity supply). The same may not, moreover, be held liable, not even in part, for any difficulty, defect, anomaly, discontinuity, impossibility of access and/or use of the service arising and/or in any way connected with or resulting from the mobile device used by the user.

In addition, under no circumstances will Globo Shopping Center and the service provider be liable for damages resulting from hacker attacks, even if they have been warned of the possibility of such damages, except as imperatively required by law.

Personal data processing

The user's personal data will be processed by Globo Shopping Center by means of Data Processors and Sub-Processors in full compliance with the legislation on the protection of personal data. The information on the processing of personal data, provided in accordance with Article 13 of EU Reg 2016/679, is available through a link on the landing page of the service and is to be understood as fully referred to herein.

Applicable law and jurisdiction

These regulations, as well as any matter relating to their formation, validity, interpretation, execution, modification and termination, are governed by Italian law.

Communications

For any inquiry, assistance, communication, complaint, the user may send an e-mail to the following address: info@centroglobo.it.