RULES AND CONDITIONS OF USE

Access to the service

Access to the service is through the website of the Nave de Vero Shopping Center, 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 constructed with colors, fonts and logo of the service and features:

1. Logo and name of the service;
2. Logo and name of the center concerned;
3. Text description of the service;
4. A registration button for 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 country code
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 regarding self-declaration of health (user declares to be deaf)

Once the user has entered the required data, he/she can register using the appropriate button.

Hear-t Contact validation

The user receives a text message containing a link to confirm their 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 his or her cell phone number (the validation mechanism for the new number is re-enacted, with receipt of SMS confirmation);
2. Change the password
3. Make a video call;

4. Withdraw from the service.

Obligations of users

The user, in using the service and the features offered, undertakes 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 compliance with the underlying purposes designed to benefit deaf individuals;
b. not to 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 Nave de Vero Shopping Center;
d. not to use the service in a manner likely to cause harm to other users and third parties;

e. not to use the service by violating the fundamental rights of other users or third parties.

Obviously, the further obligations provided for in current regulations remain unaffected.

By reason of the foregoing, Centro Commerciale Nave de Vero shall have the right to suspend, revoke or close, even permanently, the user's*account* and terminate any use of the service by the same, blocking access to it, immediately and without prior notice and without any charge to itself, if, in its sole discretion, the above obligations are violated.

Liability

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 Centro Commerciale Nave de Vero and the service provider are exempt from any claims or actions that may possibly be made by other users or third parties.

Centro Commerciale Nave de Vero 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, 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 shall Centro Commerciale Nave de Vero and the service provider be liable for damages resulting from hacker attacks, even if they have been warned of the possibility of such damages, without prejudice to what is mandatory by law.

Processing of personal data

The user's personal data will be processed by Centro Commerciale Nave de Vero 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 pursuant to 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 competent court

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 request, assistance, communication, complaint, the user may send an e-mail to the following address: navedevero@klepierre.com.