

# Save My Numbers™ Terms and Conditions

## Save My Numbers™ registration

You can register for this service by visiting [www.loydstsb.com/savemynumbers](http://www.loydstsb.com/savemynumbers) or by calling Select Membership Services on **08457 16 11 16**. This service uses GPRS data services and this must be enabled on the phone. Please speak to the airtime-provider if you need to set this up. More details can be found on page 7 including details of where to find further assistance.

Registration may be made by the account holder(s) only. The service is offered as part of the entire Lloyds TSB account benefits package within your Select account and the level of service is dependent upon the compatibility of the phone; please contact Select Membership Services with any queries. You can register one phone per account holder, up to a maximum of two phones for a joint account.

## What you need to do

To take advantage of the Save My Numbers™ service you are obliged to perform the following:

- Check your phone is compatible (you can do this via the website or by talking to us). If your phone is not compatible you can talk to us about manual alternatives.
- Register for the Save My Numbers™ service (see above).
- Download and accept the settings onto your phone.
- Make sure all the data you want to synchronise is on your core handset memory (not on the SIM Card). To review how to do this please consult your handset manufacturer's documentation.
- Synchronise the phone with the Lloyds TSB Save My Numbers™ web server.
- Ensure the data held is kept up to date by synchronising the data regularly and checking the results online.

## Getting your data back

In the event of you losing your data we will ensure that the data that has been synchronised is available to be recovered onto your chosen compatible handset.

To do this you will need to:

- make sure your account details are up to date with the handset IMEI and number you wish to load data onto (visit [www.loydstsb.com/savemynumbers](http://www.loydstsb.com/savemynumbers) and logon to the secure area to do this)

- download and accept the settings onto your new phone
- synchronise the phone with the Lloyds TSB Save My Numbers™ web server
- carry on making phone calls (and don't forget to tell people if you have a new number!)

For data protection purposes, the synchronisation and restoration of your data are processes that you must initiate.

## Compatibility requirements

To use Save My Numbers™ fully, you will require:

- **A SyncML-enabled mobile device version 1.0-1.2**  
It is an industry standard, and the SyncML application needed to use this service is typically built in from factory in most mobile devices from manufacturers such as Nokia, Motorola, LG, Sony Ericsson and Siemens/BenQ. You may need further software if you wish to use Smartphones and PDAs, especially Microsoft OS-based. Please refer to the FAQ section of the website.
- **An up-to-date web browser**  
For your security, we recommend that you always use a modern and updated web browser. The browser should support XHTML, CSS, and Javascript, and needs to have Cookies and Javascript enabled to work.
- **Mobile phone Internet connectivity**  
To synchronise your phone, it must be able to connect to the Internet (GPRS). This is the same requirement as for using WAP, so if you can visit a WAP page, you are probably already provisioned correctly. To visit Save My Numbers™ from a PC, you also need Internet connectivity and if you have a firewall it should permit HTTP and HTTPS traffic.

If GPRS settings are not present please contact your airtime provider, these details can be found on the Save My Numbers™ website. You are responsible for ensuring that your computer, software and other equipment meet the above requirements.

The Save My Numbers™ service stores numbers from your phone's memory not your SIM card. For details on how to transfer numbers from your SIM card to the phone memory, please read your handset instructions. This service provides a back-up for alpha and numeric data, the service does not allow for, or accommodate, the provision of audio and visual content (for example, pictures or video).

## Price

Lloyds TSB Save My Numbers™ is provided as a benefit of you being a Lloyds TSB Select account holder. The cost is an inclusive part of your standard monthly fee. To take advantage of this service you will need to register a compatible handset and accept additional settings onto your mobile phone. To use the service you will incur your standard GPRS network charges.

## Cancellation

As the cover is provided as an inclusive benefit of being a Lloyds TSB Select account holder, you have the right to cancel this service at any time, which will have immediate effect and synchronisation will be disabled. In the event you cancel this service, we shall endeavour to delete your mobile phone data from our records within 30 days but may continue to store your data for a maximum of up to three months. If you cancel the service we also recommend you delete the Save My Numbers™ settings from your handset. If you are unsure how to do this please consult your mobile phone handset instructions.

## Limitation of liability

Notwithstanding any other provision in the Terms, nothing in these Terms will exclude or limit anything which by law we cannot exclude.

The services are provided on an 'as is' and 'as available' basis without any representation or endorsement made and we make no warranties, whether express or implied, in relation to it and its use. You acknowledge that we cannot guarantee and cannot be responsible for the security or privacy of the transmission of information over the Internet. You must bear the risk associated with the use of the Internet.

Whilst we will try to ensure that material included on the website is correct, reputable and of high quality, we cannot accept responsibility if this is not the case. We will not be responsible for any errors or omissions or for the results obtained from the use of such information or for any technical problems you may experience with the website. If we are informed of any inaccuracies in the material on the website we will attempt to correct this as soon as reasonably possible.

We will have no liability for the following:

- Incompatibility of the services with any of your equipment, software and telecommunications links.
- Technical problems including errors or interruptions of the services.
- Unsuitability or unreliability of the services.
- Inadequacy of the services to meet your requirements.

- To the full extent allowed by applicable law, any loss of profits, loss of business, loss of anticipated savings, wasted expenditure, loss of privacy and loss of data, pure economic loss or any consequential losses, indirect, incidental damages, special or punitive damages whatsoever that arise out of or are related to the services.
- Viruses or other computer bugs or malfunctions acquired by you from the use of the services.

## Your data

We will treat all your personal information:

- as confidential and will only disclose the same in the circumstances set out below
- in accordance with Data Protection legislation from time to time in force in England and Wales.

When you use the services, we will ask you to input personal details in order for us to identify you, such as your mobile phone number. We confirm that this information will be held by us in accordance with the registration we have with the Information Commissioner's Office, and collected lawfully in accordance to the Data Protection Act 1998 and all applicable data protection laws. We will use your personal information to administer the Save My Numbers™ service and for statistical purposes to improve the service to you.

If you have any specific concerns or requests in respect of your data please call us or email us at

**lloydstsbpreferences@lifestylegroup.co.uk** You are liable for all your actions on the website and the actions that occur through the use of your log-in details.

Do not disclose your password to anyone and inform us immediately if your password has been lost or stolen. You should be aware that if the police or any other regulatory authority investigating suspected illegal activities request us to provide your personal information, we are entitled to do so.

The services are controlled and operated within the European Union. The Terms will be governed by the Laws of England and Wales and you irrevocably agree to submit to the exclusive jurisdiction of the English Courts.

## Feedback and complaints

We hope that you will enjoy using the Save My Numbers™ service and we welcome comments and questions regarding the Save My Numbers™ service.

Should there ever be an occasion when you feel we have not provided you with a satisfactory level of service, we would like you to inform us so that we can do our best to solve the problem. We will do everything possible to ensure that your query is dealt with promptly.

The easiest way to contact us is to email us at **lloydstsbinfo@lifestylegroup.co.uk** or call our Customer Relations team by telephoning Select Membership Services on **08457 16 11 16**.

Alternatively, you can write to us at the following address:

**Lloyds TSB Customer Relations Team**  
**PO Box 390**  
**Crewe**  
**CW1 6ZP**

Please quote the mobile phone number in all correspondence.

### Important information

Charges may be made to you by the airtime-provider for the GPRS (data transfer) costs involved in synchronising the phone.

The data provided by you at the time of registration will be used to administer these services. It is your responsibility to provide up-to-date details where we can contact you and that you keep these current during the duration of cover.

You are liable for all your actions and actions that occur through the use of your account details either online or via any other medium. We may access your data, upon your request, to administer your account. You are responsible for ensuring that the computer accessing this website has appropriate security and security software installed.

By using this service you accept the terms of the Privacy Policy and Terms of Business. Further details can be found by visiting **www.lloydtsb.com/savemynumbers** If you incur any difficulties, please visit **www.lloydtsb.com/savemynumbers**, call **08457 16 11 16** or see page 7 for full details of how to use Save My Numbers.™

A list of currently compatible handsets is also available at **www.lloydtsb.com/savemynumbers** Lifestyle Services Group Limited have made every effort to ensure the system is accessible and secure at all times. Lifestyle Services Group Limited accept no liability for the loss of data or any subsequent failure to restore that data where the failure is through no fault of Lifestyle Services Group Limited. We will however make all reasonable efforts as required by law and this service offer to assist you in the back-up, protection and restoration of your valuable data.