

Connection Hero – End User Agreement

(A) `Wi-Fi Terms of Use´ and (B) `Privacy Notice´

User Agreement: A contract the user agrees to (Art. 6(1)(b)). Privacy Notice: A transparency document the user is informed by. Governs your use of the WiFi and internet connectivity services (“Services”) provided by **J.A.D. Connection Hero Limited**, a company registered in Cyprus with its registered office at Katerina Court, Office #303, Lemesos 3012, Cyprus (“Connection Hero”). Company number HE 481302.

The Services are provided on behalf of the venue or hotel where the WiFi is made available (the “Venue”). By logging in and using the Services, you agree to the following terms:

1. Access and Verification

- To use the Services, you must log in and verify who you are.
- The Venue may require you to provide personal information such as **name, email address, phone number, and/or location**.
- An **optional field** may also be presented from time to time for specific information requests.

2. Age Requirement

By logging in, you confirm that you are at least **16 years old**, which is the minimum age of consent for online services under EU law. If you are younger than 16, you must have the consent of a parent or legal guardian to use the Services.

3. Consent and Ownership of Data

- By ticking the **optional** marketing consent box at login, you confirm that you agree to the collection and sharing of the data you provide with the Venue.
- Unticked box - the user will still be granted internet access
- All such data belongs to the Venue. Connection Hero processes and transfers the data securely on behalf of the Venue.
- You may **unsubscribe from further communications** at any time after receiving the first email.

4. Data Protection and Retention

- Connection Hero applies industry-standard physical and technical safeguards, including encryption, to protect data during storage and transmission.
- Only the **minimum data required under EU and national law** will be retained. This may include:

- IP address
- Login details / subscriber identity
- Time and duration of sessions
- Location data (where applicable)
- In some countries, Connection Hero is legally required to retain traffic data for up to **two (2) years** on secure servers within the EU.
- **Content of communications is never stored.**
- Data may only be disclosed to authorities upon presentation of a valid **police warrant or court order**.

5. Acceptable Use

- The Services may only be used for lawful purposes, in line with EU and national legislation.
- Any misuse — including illegal activity, attempts to disrupt the network, or actions that affect other users — may result in termination of access.

6. Limitation of Liability

- The Services are provided “as is” without any guarantee of uninterrupted availability.
- Neither Connection Hero nor the Venue is responsible for any loss or damage you may experience while using the Services, except where required by law.

7. Your Rights

Under the GDPR, you have the right to:

- Access the personal data held about you.
- Request correction or deletion of your personal data.
- Restrict or object to certain processing.
- Request portability of your data in a structured, machine-readable format.
- Lodge a complaint with your national data protection authority.

Requests can be made directly to Connection Hero using the contact details below.

8. Contact

For questions, data rights, or complaints regarding this Agreement, please contact us:

- Privacy: info@connectionhero.ai
- Legal: info@connectionhero.ai

9. Governing Law

This Agreement is governed by the laws of Cyprus and applicable EU legislation. Any disputes shall be subject to the exclusive jurisdiction of the Cypriot courts.

By clicking “I Agree” and using the Services, you confirm that you have read, understood, and accepted these terms.