

MARU CONDITIONS OF USE

1. GENERAL TERMS AND CONDITIONS

- 1.1 Elektrilevi's web application MARU can be used by Elektrilevi OÜ (hereinafter Elektrilevi) private and business customers and persons authorized by customers (commonly referred to as the User) who have a valid network contract. In addition, notifications can be sent by anonymous users through the application. The application belongs to Elektrilevi.
- 1.2 The application works with advanced web application technology. You can save the application icon to the home screen on your mobile device or PC.
- 1.3 The application allows the User to receive information about faults related to consumption points owned by the User or authorized by third parties, fault elimination time and other relevant information - for example, it is possible to view the outage map, weather information and instructions for preparing for power outages. It is possible to notify Elektrilevi about faults and dangerous situations via the application.
- 1.4 The application works over internet connection, mobile data connection or Wi-Fi. The User's data connection fee for the User is set by the operator.
- 1.5 By using the application, the User agrees to the terms of use of the web application.
- 1.6 Elektrilevi has the right to unilaterally change the application or the terms of use of the application at any time.

2. PERSONAL DATA

- 2.1 By using the application, the User agrees to processing their personal data by Elektrilevi contained in the Elektrilevi customer information system to enable the application's functionality.
- 2.2 To ensure the operation of the service, the following personal data of the User is collected:
 - a. Name
 - b. Surname
 - c. Phone number
 - d. Address of the consumption point
 - e. Geographical location data (in case of notification about a dangerous situation)
- 2.3 User's personal data is collected for the following purposes:
 - a. To ensure the operation of the service
 - b. The User's name, surname and telephone number are used to communicate with the User and for the purpose of detecting and preventing malicious activity.
 - c. The data of the address or geographical location of the consumption point is used to locate the failure and/or dangerous situation and to eliminate the corresponding event. Geographical location data is used only at the User's own request.
 - d. Elektrilevi may also use personal data for statistical and quality-improving purposes related to the service.



- 2.4 Elektrilevi may request additional information from the User during the provision of the service, if this is necessary for the localization, elimination of the failure and/or dangerous situation or for achieving other purposes related to the provision of the service.
- 2.5 The processing of personal and customer data takes place in accordance with the principles of Elektrilevi's customer data processing. Additional information about the principles of customer data processing can be found here:
https://www.elektrilevi.ee/abiinfo/tingimused?tabgroup_1=other-conditions
- 2.6 Elektrilevi has the right to use the photos submitted by the User through the application in information media and advertisements without the obligation to pay an additional fee.
- 2.7 Elektrilevi does not transfer the information received through the application to third parties, except for personal data processors authorized by Elektrilevi (e.g. subcontractors who are authorized by Elektrilevi to eliminate failures and/or dangerous situations). A list of authorized processors of personal data and the purposes of data processing can be found here:
https://www.elektrilevi.ee/abiinfo/tingimused?tabgroup_1=other-conditions

3. TERMS AND CONDITIONS OF USE

- 3.1 To use the application, the User must identify himself/herself with an ID card, Mobile-ID or Smart-ID. By logging in to the application, the User confirms their identity.
- 3.2 The application saves the data entered to identify the User for the purpose of securing the usage session for 24 hours, marking the initial login time to the application for the start. The current session is extended on the principle that the session is extended by 24 hours due to each application usage. The maximum session length is 30 days. When the user logs out, the usage session is terminated.
- 3.3 Upon personal identification with the methods provided in clause 3.1, the User can see the fault information related to themselves or to consumption points authorized by third parties in the application. In the event of non - identification, the User can notify Elektrilevi of a failure or dangerous situation, view the outage map and read other additional information that does not include information related to any consumption point (except for the outage map).
- 3.4 The user is allowed to perform the following actions in the application:
- Notify Elektrilevi of electrical failure and/or dangerous situation
 - Send Elektrilevi the status of electricity supply by pressing the buttons in the messages view (electricity supply is or is not provided)
 - Read the notifications sent to the User by Elektrilevi
 - View the general power grid status shown on the outage map
 - View other information displayed to the User in the application
 - Give feedback regarding the application
- 3.5 If the failure or dangerous situation notified by the User is located in the User's own electrical installation, Elektrilevi has the right to charge the user in accordance with Elektrilevi's price list, which can be found here: <https://www.elektrilevi.ee/abiinfo/hinnakirjad>
- 3.6 The user is prohibited from performing the following activities in the application:
- Submit any incorrect information to Elektrilevi
 - Use the application for non intended and malicious purposes

- 3.7 In order to prevent the prohibited activities described in clause 3.6 and to prevent damages, Elektrilevi has the right to impose a temporary or indefinite restriction on the use of the service by the User and to apply other appropriate measures if necessary.

4. INFORMATION ABOUT THE CONSUMPTION POINT

- 4.1 User can monitor the fault information of the consumption point related to Elektrilevi network contract through the application.
- 4.2 The My Messages view only shows the power supply status of the consumption point and the estimated time for eliminating the failure.
- 4.3 Elektrilevi has estimated the elimination time of the failure based on the information received about the current situation. Failure elimination can be affected by several different factors, such as weather conditions, the workload of the failure brigades and the availability of materials necessary for the elimination of the failure; therefore, Elektrilevi has the right to adjust the failure elimination times if necessary.