



Palestine Cellular Communications  
Co., Ltd. - Jawwal  
P.O.Box: 1300 - Gaza, Palestine  
Tel: + 970 8 285 8888  
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## **JAWWAL Application - Privacy Policy**

Last updated 27 February 2017

### Terms and Conditions

Kindly read the following terms and conditions carefully before using this Application. By accessing and using this Application, you agree to be bound by Jawwal Application's Terms and Conditions. Jawwal may modify, change and/or update the following Terms and Conditions at any time it deems suitable. You will be subject to the amendments, changes, and/or updates as of execution.

### Preamble

Welcome to Jawwal's Application, which includes various services such as calls, SMSs, and entertaining services.

1. You may access the aforementioned services using Jawwal's Application. You have the right to use it and benefit from it as soon as you agree to the Terms and Conditions that manage your access and use of the content and services of the Application.
2. Natural and legal persons, under these Terms and Conditions, are entitled to become subscribers to Jawwal's Application.
3. This application is operated on behalf of the Palestinian Cellular Communications Company, hereinafter referred to as "we" or "Jawwal", and the users of the Application, hereinafter referred to as "subscribers".
4. You have to take due account of the Terms and Conditions specific to the services, plans and products provided by Jawwal.
5. Downloading and using the Application is conditioned on your acceptance of and compliance with these Terms and Conditions. In addition, when performing any transaction on the website, you agree to the Terms and Conditions applied specifically to the service.
6. This preamble shall be an integral part of these Terms and Conditions.

### Definitions

The terms and expressions shall have the meanings set out below, unless the context otherwise requires:

- Application: Jawwal's Application for smartphones owned and operated by Jawwal.
- Jawwal's Application Services and Products: All instant services, products and transactions, which are provided via Jawwal's Application.
- Jawwal's Terms and Conditions: Jawwal's Terms and Conditions of any service and/or product Jawwal provides via the Application.
- Subscriber: Subscribers registered to Jawwal's Application.



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## Disclaimer

Jawwal always makes sure that the Application has updated and accurate information, and you agree to use this Application at your own responsibility. Although we make every endeavor to have accurate and updated information on our Application, we do not provide any guarantee that this Application or the internet provider network is free of viruses or other harmful components. Therefore, we are not responsible for any kind of damages or losses arising from the use of this Application, including, but not limited to, direct, indirect, urgent, psychological and related damages.

## Responsibility

1. Without prejudice to the Terms and Conditions herein, Jawwal is not responsible, in any way, form, or shape for any losses or damages, whether direct or indirect, which may occur due the usage of Jawwal's Application or its online services and products, even if Jawwal was previously notified of the possibility of such damage. If you do not agree with any part of this Application, its services, products and/or any of the Terms and Conditions thereof; unfortunately, the only compensation is to stop using this Application.
2. Jawwal is not held accountable for any delay in the provision and connection of Jawwal's Application and its services and products. Jawwal is also not responsible for any loss, damage, harm in data due to any reason, including but not limited to disconnection, misuse, improper delivery, suspension, interruption or termination of the service, content inaccuracy, sources provided and received throughout the services and products of Jawwal's Application.

## Steps to use the Application

1. Download Jawwal's Application using Google Play Store for free.
2. Enter your Jawwal number in the provided space to create an account on the Application. You shall receive the account's password for the entered Jawwal number.
3. Select the services you need or want to know more about using the service list available on the Application.
4. Should you want to subscribe to a service, you need to follow the detailed instructions available on the Application, which include how to subscribe, along with the activation code.
5. Each time you use and benefit from services of the app (i.e. balance transfer, view bills, transfer and redeem points), Jawwal sends an SMS with an activation password to the number you use for the service. This password allows you to complete the process in order to ensure data security and privacy of transactions carried out on Jawal's app. Jawwal is not responsible for leaking out passwords.
6. Jawwal has the right to refrain from sending the previously mentioned password or activating the services in some cases, for examples: irregularity of bill payment, insufficient balance, technical issues or other grounds Jawwal deems justifiable.
7. The expenses for these services will be added to postpaid subscribers' bill, or deducted from prepaid subscribers' balance, regardless the subscription plan.

## Responsibility of Subscribers:

According to the Terms and Conditions of Palestine's Cellular Communications Company (Jawwal), subscribers shall:

1. Maintain their passwords, whether for PUK, My Account or any password related to other services, for example: "balance transfer, view bills, transfer and redeem points" and ensure that they do not share it



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or disclose it with any third party. The subscriber is fully responsible for the fees, damages or losses resulting from the usage of personal credentials (username and password).

2. Always use password to enter the service you already activated; changing passwords is highly recommended from time to time through the application or by dialing 111 to ensure security.
3. Protect the intellectual property rights of Jawwal and other entities.
4. Not use Jawwal's Application for illegal, inappropriate, or any other reason prohibited by law or these Terms and Condition.
5. Meet all expenses and fees for the activation of the services provided by Jawwal.
6. Not object to Jawwal in case the latter suspends any services, or modifies their Terms and Conditions.
7. Should you give up your Jawwal number, make sure you delete your account on the App by visiting one of our centers or by contacting us at 111.
8. Should you change your smartphone, you shall delete the app to avoid any misuse of the App by another owner of the smartphone.

#### Contact us

If you have any questions regarding these Terms and Conditions, please contact us at: [apps.support@jawwal.com](mailto:apps.support@jawwal.com)