



Guardian Total Security End-User License Agreement

IMPORTANT

PLEASE READ THIS GUARDIAN TOTAL SECURITY END-USER LICENSE AGREEMENT (HEREINAFTER REFERRED TO AS THE "AGREEMENT") CAREFULLY BEFORE USING OR TRYING TO ATTEMPT TO USE THIS GUARDIAN TOTAL SECURITY SOFTWARE (HEREINAFTER REFERRED TO AS THE "SOFTWARE").

BY USING THIS SOFTWARE OR BY ACCEPTING OUR SOFTWARE USAGE AGREEMENT POLICY OR ATTEMPTING TO LOAD THE SOFTWARE IN ANY WAY, (SUCH ACTION WILL CONSTITUTE A SYMBOL OF YOUR CONSENT AND SIGNATURE), YOU ACKNOWLEDGE AND ADMIT THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT ONCE ACCEPTED BY "YOU" [AS AN INDIVIDUAL (ASSUMING YOU ARE ABOVE 18 YEARS AND/OR HAVING LEGAL CAPACITY TO ENTER INTO AN AGREEMENT), OR THE COMPANY OR ANY LEGAL ENTITY THAT WILL BE USING THE SOFTWARE (HEREINAFTER REFERRED TO AS 'YOU' OR 'YOUR' FOR THE SAKE OF BREVITY)] SHALL BE A LEGALLY ENFORCEABLE AGREEMENT BETWEEN YOU AND QUICK HEAL TECHNOLOGIES LIMITED (FORMERLY KNOWN AS QUICK HEAL TECHNOLOGIES PVT. LTD) CIN - L72200MH1995PLC091408, PUNE, INDIA (HEREINAFTER REFERRED TO AS "GUARDIAN"). YOU SHALL HAVE THE RIGHTS TO USE THE SOFTWARE FOR YOUR OWN USE SUBJECT TO THE TERMS AND CONDITIONS MENTIONED IN THIS AGREEMENT OR AS AMENDED BY GUARDIAN FROM TIME TO TIME. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS BELOW, DO NOT USE THIS SOFTWARE IN ANY WAY AND PROMPTLY RETURN IT OR DELETE ALL THE COPIES OF THIS SOFTWARE IN YOUR POSSESSION.

In consideration of payment of the License Fee, evidenced by the Payment Receipt, Guardian grants You, a non-exclusive and non-transferable right for your own use only. Guardian reserves all rights not expressly granted, and retains the Intellectual Property Rights, Proprietary Rights, title and ownership of the software, including all subsequent copies in any media. This software and the enclosed documents are the property of Guardian and are copyrighted. Copying of the software or the enclosed documents is expressly forbidden.

License Fees paid to Guardian is considered only towards a non-exclusive and non-transferable right to use "Guardian Total Security" Software. Other add-on applications such as "Updates", "Upgrades", and so on are provided free of cost.

1. Definitions

- A. **"Distributors"** means the authorized distributors, sub-distributors or other Business Partner of Guardian, selling Guardian range of products, including sales through Internet.
- B. **"License period"** means the period as more particularly described in Clause 4 of this Agreement.
- C. **"Device"** means the desktop computers and laptops or other electronic devices for which the software is specifically designed (for which, system requirements have been described particularly in the user manual or on our website www.guardianav.co.in) on which the software will be installed and/or used.
- D. **"Normal working hours"** shall mean 09:30 a.m. to 6:30 p.m. India Standard Time (IST) on working days and "Working Days" means Mondays to Fridays inclusive, but excluding bank and public holidays in India.
- E. **"Open Source Software"** means any software or software component or technology that is subject to an open source license. Open source licenses are generally licenses that make source code available for free modification and distribution, but can also apply to technology received and distributed solely in object code

form. Examples of open source licenses include:(a) GNU's General Public License (GPL) or Lesser/Library GPL (LGPL); (b) the OpenSSL License;(c) the Mozilla Public License; (d) the Berkeley Software Distribution (BSD) License; and (e) the Apache License.

- F. **"Support or Technical Support"** means the Technical Assistance in order to use the software, provided by Guardian, which may or may not be chargeable to you. For more details, please refer to www.guardianav.co.in.
- G. **"Third Party Materials"** means software, services, websites, offers and promotions or products provided by any third party and governed by Third Party Terms and Conditions.
- H. **"Third Party Terms and Conditions"** means any license agreements, terms of use, terms of service, privacy policies and other conditions established by third parties governing access to or use of Third Party Materials.
- I. **"Updates"** means collections of any or all virus definition files including detections and solutions for new viruses along with the corrections, improvements or modifications to the software.
- J. **"Upgrades"** means any correction, improvement, modification or yearly enhancements in the form of the new version of the software, which Guardian generally releases.
- K. **"User Manual"** means the user guide, Help guide, and other documentation provided with the software, updated agreements provided on the website of Guardian (www.guardianav.co.in), explanatory or other materials as provided from time to time by Guardian.
- L. **"You"** means the "End User" which means:
 - i. An individual (such an individual) installing/using/legally acquiring the right to use this software on his/her own behalf and every other person (whether authorized or not by such an individual) who uses/has the possession of the device on which the software is installed and activated; or
 - ii. An organization (including but not limited to a partnership, joint venture, Limited Liability partnership, Limited Liability Company, Company of any nature, Trust, Governmental Authority, Unincorporated Organization, Association of Persons) or any person (such person) who have been authorized by such an organization to download, install, use the software, accept the Agreement on behalf of the organization and every other person (whether authorized or not by such person) who uses/has the possession of the Device on which the software is installed and activated.

2. Do's & Don'ts

- A. You can:
 - i. Make copy of the software for backup purpose or for the purpose of sharing through various means (and such backup copy must be destroyed when you lose the right to use the software or is terminated for any other reason according to the legislation in force in the country of your principal residence or in the country where you are using the software) and replace lost, destroyed, or becomes unusable.
 - ii. Install the software on a network, provided you have a licensed copy of the software for each device that can access the software over that network.
 - iii. Use one copy of the software on a single device.
- B. You cannot:
 - i. Emulate or adapt any portion of the software.
 - ii. Sublicense, rent, or lease any portion of the software.
 - iii. Try making an attempt to reveal/discover the source code of the software.
 - iv. Publish, resell, distribute, broadcast, transmit, communicate, transfer, pledge, rent, share or sublicense this software

- v. Debug, decompile, disassemble, modify, translate, or reverse engineer the software.
- vi. Create derivative works based on the software or any portion thereof with sole exception of a non-waivable right granted to you by any applicable legislation.
- vii. Remove or alter any copyright notices or other proprietary notices or statutory notices on any copies of the software.
- viii. Test or benchmark, or disclose or publish testing or benchmark results, without earlier written consent of Guardian.
- ix. Install the Software on any operating system not supported by this software, as reflected in the Technical Specifications.
- x. Reduce any part of the software to human readable form.
- xi. Use the software in the creation of data or software used for detection, blocking or treating threats described in the user manual.
- xii. Use for unlicensed and illegal purpose.

3. Activation

- A. Guardian warns you that in the process of installation of the software, the other security products/software installed on your computer may get uninstalled or be disabled if the same are not compatible with the Guardian software. Guardian expressly disclaims any loss of data, loss of profits during such installation. If you modify your device or make alterations/modifications to other vendors' software installed on it, you may be required to repeat activation of the software or installation of license key file or may need to contact Guardian support for help. Guardian reserves the right to verify the validity/legality of the license and software.
- B. You can activate the product through the Internet or using Short Message Service (SMS) (Applicable to users in India only); toll charges may apply. You may also need to reactivate the product if you happen to re-install the product due to any reasons. There are technological measures in this product that are designed to prevent unlicensed or illegal use of the product. You agree that we may use those measures. You agree that the Guardian software may use the measures that can control and prevent piracy of software.
- C. The license rights granted under this Agreement are limited for the first twenty (20) days after you first install the product unless you supply registration information required to activate your licensed copy as described in the Activation Wizard of the Product.

4. License Period

- A. You are entitled to use this software from the date of purchase/license activation date till the end of the period for which the license is purchased.
- B. You understand, agree, and accept that you are entitled for the updates via Internet and technical support via the telephone for the duration of the license period.
- C. You agree and understand that any unauthorized usage of this software or breach of any or all terms and conditions stated in the Agreement shall result in automatic and immediate termination of this Agreement as granted hereunder. Further, this may result in criminal and/or civil action by Guardian and/or its agents against you including but not limited to the right to block the key file/license key/product key without any prior intimation/notice to you. No refund will be paid to you in this regard.

5. Disclaimers

- A. You agree, accept, and acknowledge:

- i. That you are solely responsible for the configuration of the software, settings, and the actions or inactions that result from such actions and Guardian shall not have and shall assume no liability/responsibility in any case and the Clause of Indemnification shall be applicable.
- v. ii. That Guardian shall not have and shall assume no liability/responsibility for any data deletion, including but not limited to any deletion/loss of personal, and/or confidential data; and/or uninstallation of third-party apps; and/or change in settings; specifically authorized by you or occurs due to the actions, inactions (whether intentional or not) by you or any third party whom you have authorized to use, handle your device due to features of this software.
- iii. That to avail/use certain features of the software such as updates and upgrades, you may be required to incur certain costs and that Guardian does not warrant that the usage of certain features of the software are free of cost and that Guardian shall not entertain and expressly disclaims, any claim for reimbursement of any expenses including but not limited to any direct or incidental expenses arising out of your usage of such features of this software.
- iv. That you are solely responsible and shall comply with all applicable laws, regulations of India and any applicable foreign/trans-national laws including without limitation, privacy, data protection, obscenity, confidentiality, copyright laws for using any report, data, information derived as a result of using this software.
- v. That while using this software, Guardian suggests some actions to be initiated by you in your sole benefit, for example "Guardian software may suggest you to uninstall infected applications", however such actions are suggestive and Guardian takes no responsibility/liability if you perform such suggestive actions or not and Guardian assumes no responsibility/liability for any result or liability arising out of such actions/inactions.
- vi. You understand and accept that the Software service will substantially perform according to the specifications, descriptions stated in the User Manual, as updated from time to time, subject to the following and Guardian expressly disclaims any and all liabilities arising from the following circumstances:
 - a. incompatibility caused by any software and/or hardware components installed on your Device;
 - b. any actions initiated by You or by third parties which were beyond the reasonable control of Guardian;
 - c. any failures, malfunctions, defects resulting from abuse, improper installation, theft, misuse, accident, operation or maintenance, acts of God, alteration, power failures, casualty, repairs made by any other party than Guardian, alterations, neglect, non permitted modifications, acts of terrorism, vandalism;
 - d. the deficiencies, defects in Your Device and related infringements;
 - e. Any attack in form of Ransomware or malicious software or Trojan horse ;
 - f. your violations of the terms and conditions described in the User manual or in this Agreement.

6. Support

Guardian offers free technical support to assist you in the usage of this software. The technical support team may, at your discretion, take remote access of your computer. The availing of this support will be solely at your discretion and you are solely responsible to take backup of the existing data/software/programs in your device before availing such a support and you are liable to bear all the direct, indirect, and consequential cost associated to it. Guardian will not be held responsible for any loss of data, any kind of direct/indirect/consequential loss or damage to data/property arising during this entire process. If at any point of time the Technical Support team is of the opinion that it is beyond their scope, it will be the sole discretion of Guardian to suspend, cease, terminate, or refuse such support as Guardian does not claim any warranty and/or guarantee of any kind in providing the support feature.

7. Email/Electronic Communication

Once you register the software by activating the software, Guardian may communicate with you on the contact information submitted during the registration process through email or any other electronic communication device. The communication can be for the purpose of product renewal or product verification for your convenience.

9. Data Privacy

Guardian software may collect the following information which may or may not contain any personally identifiable information either with or without your discretion/permission solely for statistical purpose or enhancing and evaluating the ability, effectiveness, and performance of Guardian's product in identifying and/or detecting the malicious behavioral pattern, inherently fraudulent websites and other Internet security threats/risks. The information may be used to provide quick and better technical support to the legitimate customers.

Password entered by the end users during registration is not stored on Guardian server. This information will not be correlated with any personally identifiable information except as herein stated and shall include, but not limited to:

- A. Any type of executable files which the software may identify having a potentially malware behavioural pattern.
- B. Any type of information relating to the status of the software.
- C. Any type of URLs of websites visited that the software deems inherently and potentially fraudulent.
- D. Any type of information that software deems potentially fraudulent, posing security risks/threats.
- E. Any type of information for identifying the Media Access Control (MAC) address of the computer on which the software has been installed.
- F. Any type of information for identifying the Internet Protocol (IP) address and information required for effective license administration and enhancing product functionality and usability.
- G. You admit that the information/data as collected above can be used for analyzing, preventing and detecting the potential Internet security risks, publishing any type of data/reports/presentations on the trends collected, sharing the data to create awareness with any organizations, vendors.

10. Indemnification

- A. You expressly understand, admit, agree, and warrant that in no event shall Guardian and/or any of its directors, employees, agents, partners, distributors be liable from any and against all claims, expenses, suits, costs, demands, judgments whatsoever made by you and/or any third party for any direct, indirect, incidental, special, punitive, consequential and/or exemplary damages including, but not limited to damages for loss of business/profits, damages for loss of confidential/other information, failure to meet any statutory duty/duty of reasonable care/duty in good faith, economic/notional loss, loss for business interruption, goodwill, damage and loss of data or programs, or other intangible losses (even if Guardian has been advised of the possibility of such damages), to the fullest extent permissible by law:
 - i. Arising due to your usage of this software;
 - ii. Your negligence or inability of using the software or support;
 - iii. Any dispute between you and third party with respect to availing this software;

- iv. Your violation of any rights of any other individual and/or entity;
 - v. Your breach of the Agreement;
 - vi. Your violation of any provisions under any laws/statutes/acts in India or abroad;
 - vii. The failure of Guardian to provide support service or any other service/information.
- B. This limitation will apply to all causes of action whether arise in equity or tort, including but not limited to breach of contract, breach of warranty, negligence, strict liability, misrepresentations and hereby release Guardian and/or its directors, employees, agents, distributors from any and all obligations, liabilities in excess of the limitation stated herein.
- C. In the event, Guardian and/or its directors, agents, employees, distributors are found liable, you understand and accept that the liability of Guardian and/or its directors, agents, employees, distributors shall be limited only up to and not exceed in any case the License Fee incurred by you in acquiring the software from Guardian or its distributors/agents. This Clause shall survive the termination of this Agreement.

11. Limited Warranty

A. Media Warranty

As the only warranty under this Agreement, and in the case of accident, abuse or misapplication, Guardian warrants to the original Licensee only, that the disk(s) on which the software is recorded is free from defects in the materials and workmanship under normal use and service for a period of thirty (30) days from the date of payment as evidenced by a copy of the payment receipt. Guardian's only obligation under this Agreement is, at Guardian's option, to either (a) return payment as evidenced by a copy of the receipt or (b) replace the disk that does not meet Guardian's limited warranty and which is returned to Guardian with the copy of the receipt.

Note: This media warranty does not apply to customers who have downloaded the Guardian software online through Guardian or its partner websites.

B. Performance Warranty

This software provided by Guardian is "AS IS" and "AS AVAILABLE" without warranty of any kind, expressed or implied, including but not limited to the implied warranties of merchantability, fitness, usage, performance, satisfactory quality, integration, applicability for a particular use and any other warranties are disclaimed to the fullest extent permissible pursuant to the applicable law.

Guardian warrants that the Licensed Software, as delivered by Guardian will conform to the descriptions in the user manual. However, Guardian does not offer any warranty regarding the performance of software and shall not entertain any claim regarding the same. GUARDIAN MAKES NO WARRANTIES OR CLAIMS THAT THE LICENSED A. SOFTWARE, OR UPGRADES WILL MEET YOUR REQUIREMENTS OR THAT THE USE OF THE LICENSED SOFTWARE, OPERATION, CONTENT UPDATES, AND UPGRADES WILL BE ERROR-FREE OR UNINTERRUPTED.

C. Third-Party Website Links

This Software may include links to the third-party websites; you may redirect to such third-party websites as the user of this software. The third-party sites are not under the control of Guardian and Guardian is not responsible for the content of any third-party websites and/or any links contained in the third-party websites. Guardian is providing these links to the third-party websites to you only for your convenience and Guardian is not responsible for any kind of loss/ damage arising out of it and the access to or any other act on such third party links shall be entirely at your risk.

12. Intellectual Property

The software, source code, activation code, license keys, documentation, systems, ideas, information, content, design, and other matters related to the software and trademarks are the sole proprietary and intellectual property rights of Guardian protected under the Intellectual Property Laws and belongs to Guardian. Subject to certain terms mentioned in respective open source license where used by Guardian, nothing contained in this Agreement grants you or is intended to grant you any rights, title, interest to intellectual property, including without limitation any error corrections, enhancements, updates, or modifications to this software whether made by Guardian or any third party. You understand and acknowledge that you are provided with a license to use this software subject to the terms and conditions of this Agreement.

This Software may include certain third party components which are governed by the license agreements executed between Guardian and the respective third party owners. [The third party components licensed under terms of the certain agreement requires Guardian to disclose that Intellectual Property rights and ownership rights shall remain with Guardian and/or its technology licensing partners respectively. Even if such third party components are governed by respective agreements/contracts, the disclaimers and the limitations shall apply as mentioned in this End User License Agreement (EULA).]

All the title, ownership and all rights including Intellectual Property rights of the Third Party shall rest with the concerned Third Party only and the User shall also be liable to comply with their License Terms. Where applicable, such third party will be beneficiary of this EULA.

13. General

The venue of arbitration shall be Pune. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and Indian Laws and shall be conducted in the English language. The arbitrators shall also decide on the costs of the arbitration proceedings. To the extent possible, after the commencement of any arbitral proceedings, the parties thus engaged shall continue to perform their respective obligations under this Agreement. The provisions of this Clause shall survive termination of this Agreement. Subject to the provisions of this Clause, the Courts in Pune, India shall have exclusive jurisdiction and the parties may pursue any remedy available to them at law or equity.

- A. **Complete Agreement.** This Agreement comprises the entire agreement between the parties regarding the subject matter, and supersedes any proposals, communications or advertising, oral or written, with respect to the software or subject matter of this Agreement. You shall be bound by any and all clauses of the Agreement updated and displayed on the website of Guardian at www.guardianav.co.in from time to time. The Agreement displayed on the website will be the finally concluded and binding agreement between you and Guardian for all legal purposes which include your each activation, reactivation, and renewal of this software. In case of any dispute/queries arising out of any translated versions of this Agreement, Guardian hereby expressly specifies and confirms that the English version as displayed on the website will be final for interpretation and the terms used, meaning conveyed in the English version will be authoritative and binding. Any waiver by either party of any violation of any provision of this Agreement by the other party will not be deemed to waive any other violation of the same or any other provision.
- B. **Severability.** If any of the provisions contained in this Agreement is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable in any respect, the validity, legality, or enforceability of the remaining provisions contained herein shall not be in any way affected or impaired thereby and the balance of the Agreement will continue in full force and effect to the maximum extent permitted by law or equity while preserving, to the fullest extent possible, its original intent.

- C. **Survival.** The Clauses in this Agreement including not limited to rights to License Fees, "Indemnification", "Limited Warranties & Disclaimers" and "Intellectual Property" shall survive expiration or termination of this Agreement.
- D. Subject to certain terms mentioned in respective open source license where used by Guardian, You cannot assign your rights or delegate duties or obligations under this Agreement. The failure to exercise or delay in exercising a right or remedy by Guardian under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any prior, concurrent or subsequent right or remedy.
- E. The section numbers and headings are included merely for the convenience of the parties and are not to be construed in interpreting this Agreement.
- F. Guardian reserves the right to amend this End-User License Agreement from time to time and will keep updated on its website at www.guardianav.co.in and it would be binding on the end users. This is an essence of the agreement and use of this software.
- G. Guardian reserves the right to co-operate with any legal process and may provide documents, information related to your usage of this software and your general usage of the device.

14. Third-Party Licenses and OSS Licenses

A. Third-Party Licenses

The software product may include certain components, developed and owned by the following third parties, which are governed by license agreements executed between Guardian and the respective third party owners i.e. Software uses Sciter Engine, copyright Terra Informatica Software, Inc.(<http://terrainformatica.com/>). Additional restrictions applicable under the Open Source Software license, as well as third party software license agreement, which are not specifically mentioned in this EULA, will be applicable.

B. OSS Licenses

This software may also include some software programs, codes, and content that are licensed or sublicensed to the user under the Open Source Software (OSS) licenses.

The software programs, code, and content that Guardian may use in its software may fall in any of the following OSS licenses. Guardian may update this list from time to time.

Apache License

<http://www.apache.org/licenses/>

BSD License

<http://www.pcre.org/licence.txt>

GNU General Public License (GNU GPL or GPL)

<http://www.gnu.org/copyleft/gpl.html>

Open Vulnerability and Assessment Language (OVAL®) License <https://oval.mitre.org/about/termsofuse.html>

zlib License

http://www.zlib.net/zlib_license.html

Guardian antivirus

(A division of Quick Heal Technologies Ltd.)

Marvel Edge, Office No.7010 C & D, 7th Floor, Viman Nagar, Pune 411014, Maharashtra, India
Customer Service Telephone Support : +91-8669667399 | E-mail: support@guardianav.co.in