



Fair Usage Policy

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Document Information

Version: MM008241001A
Last reviewed: 1 October 2025
Next review due: 1 October 2026

Changelog

Date	Changes
1 Oct 2023	Initial version reviewed and approved.
1 Oct 2024	Annual review. No changes.
1 Oct 2025	Annual review. No changes.

Information About Us

We are Mindme which is the trading name of Minder Limited. We are a private limited company registered in England and Wales under company number 06170552. Our main trading address and our registered office are both 19 Great Linns, Marston Moretaine, Bedford MK43 0DD. If you have any questions about this document, please write to us at the above address, email us via info@mindme.care or telephone us on 0345 459 1110 (Monday to Friday 9am to 5pm).

Monitoring and Review

This policy will be reviewed annually or following any relevant changes in legislation or guidance.

Fair Usage Policy

To help us ensure that you can rely on your device when you need it, we need to take steps to protect our devices, and our emergency response centre, from misuse and abuse.

Your contract includes “fair use” of the device, and the service. This means:

1. If you have an alarm device you must not make, or allow another party to make, unnecessary calls to the emergency response centre. You are encouraged to make a monthly test alarm call and you can, of course, use the alarm if you are in need of assistance. Additionally, accidentally triggering the alarm occasionally is not a problem. However, if you are repeatedly triggering alarms accidentally, or unreasonably occupying our emergency response centre operators for large amounts of time, this is not “fair usage”.
2. You must not, or allow another party to, interfere with the SIM by removing it from the device (e.g. to put it in another device), or reprogramming the device to use it in a way that differs to how the device was supplied.

We may update this policy from time to time, and the version of the policy on our website is the version that applies at that point in time.