



BT Selfcare Portal Terms of Use

General Terms of Use

1. The use of this BT Selfcare Portal (the "Portal") is governed by the BT Compute Services contract signed by you and BT (the "Contract"). Along with the Order, the Customer Requirements Capture Form and, if applicable, a Service Level Agreement, the Contract includes the following documents (i) the BT Compute Services Terms and Conditions and (ii) the Selfcare Service Schedule, together referred to as the "Documents".
2. Current standard copies of the Documents, which can be found at <https://www.selfcare.bt.com/asp/cgi/DirList?workspace=Default&subDir=Terms%20and%20Conditions>
3. As BT may modify these standard Documents from time to time, they are provided here for reference only, and you are advised to refer to your copy of the Contract if you are in any doubt as to the terms of the Contract, including the contents of the Documents.
4. Should there be any differences between the copies of the Documents provided here and those forming part of the Contract, you can be certain that it is the Contract which governs your use of the Portal.
5. The Contract governs the use of the Portal, and any other BT services which you ordered under the Contract.
6. Any BT products and services which you Order through the Portal will be subject to the terms and conditions applicable to those products and services, and additional Charges.
7. Nothing on the Portal will vary the terms and conditions of your existing BT contracts.
8. The Portal may contain links to other BT or third party sites, the use of which may be covered by separate terms and conditions.
9. You agree to the use of Cookies as described in "Use of Cookies" below.

Use of Cookies

A "cookie" is a text file containing a small amount of information which a server downloads to your personal computer (PC) or mobile when you visit a website. The next time you visit that website or any other website, your PC checks to see if it has a cookie that the website recognises. If it has such a cookie, it communicates with the website and enables the website to read the information held in that cookie.

Selfcare users

By agreeing to these Terms of Use you will be accepting the creation of the relevant cookies listed below. These cookies are needed to ensure Selfcare will function correctly and provide the appropriate services a user has signed in to use.

The cookies used on Selfcare.bt.com are based on the International Chamber of Commerce guide for cookie categories. For more information about cookies see the further reading below.

Cookie Type	Description	Selfcare Cookies
<p>Strictly necessary</p>	<p>'Strictly Necessary' cookies let you move around the website and use essential features like secure areas, shopping baskets and online billing. These cookies don't gather any information about you that could be used for marketing or remembering where you've been on the internet.</p> <p>We use these Strictly Necessary cookies to...</p> <ul style="list-style-type: none"> • Remember things like information you've entered on order forms when you navigate to different pages in a single web browser session • Remember the goods and services you ordered when you get to the checkout page • Identify you as being logged in to Selfcare.bt.com • Make sure you connect to the right service on our website when we make any changes to the way the website works <p>Cookies we have defined as 'Strictly Necessary' cookies will NOT be used to...</p> <ul style="list-style-type: none"> • Gather information that could be used 	<p>Here is a list of the cookies we have defined as 'strictly necessary'.</p> <p>Selfcare.bt.com cookies</p> <ul style="list-style-type: none"> • JSESSIONID_selfcare

	<p>to advertise products or services to you</p> <ul style="list-style-type: none"> Remember your preferences or username beyond your current visit <p>Accepting these cookies is a condition of using the website, so if you prevent these cookies we can't guarantee your security or predict how our website will perform during your visit.</p>	
<p>Performance</p>	<p>'Performance' cookies collect information about how you use our website e.g. which pages you visit, and if you experience any errors. These cookies don't collect any information that could identify you - all the information collected is anonymous and is only used to help us improve how our website works, understand what interests our users and measure how effective our advertising is.</p> <p>We use performance cookies to...</p> <ul style="list-style-type: none"> Provide statistics on how our website is used See how effective our adverts are (we don't use this information to target adverts to you when you visit other websites) Provide feedback to partners that one of our visitors also visited their website. This can include details of any products bought. This lets our partners improve their website, but we don't allow our partners to reuse this information for further advertising Help us improve the website by measuring any errors that occur Test different designs of our website <p>Cookies we have defined as 'Performance' cookies will NOT be used to...</p> <ul style="list-style-type: none"> Gather information that could be used to advertise products or services to you on other websites Remember your preferences or username beyond your current visit 	<p>Currently, Selfcare is not creating any cookie from this category.</p>

	<ul style="list-style-type: none"> • Target adverts to you on any other website <p>In some cases, some of these cookies are managed for us by third parties, but we don't allow the third party to use the cookies for any purpose other than those listed above.</p> <p>Using our site indicates that you accept the use of 'Performance' cookies.</p> <p>Accepting these cookies is a condition of using the website, so if you prevent them we cannot guarantee how our site will perform for you.</p>	
<p>Functionality</p>	<p>'Functionality' cookies are used to provide services or to remember settings to improve your visit.</p> <p>We use 'Functionality' cookies to...</p> <ul style="list-style-type: none"> • Remember settings you've applied such as layout, text size, preferences and colours • Remember if we've already asked you if you want to fill in a survey • Provide proactive live chat sessions to offer you support • Show you when you're logged in to the website • Share information with partners to provide a service on our website. The information shared is only to be used to provide the service, product or function and not for any other purpose <p>Cookies defined as 'Functionality' will not be used to...</p> <ul style="list-style-type: none"> • Target you with adverts on other websites <p>Some of these cookies are managed for us by third parties – where this is the case we don't allow the third party to use the cookies for any</p>	<p>Here is a list of the cookies we have defined as 'Functionality'.</p> <p>Selfcare.bt.com cookies</p> <ul style="list-style-type: none"> • preferredLanguage • MyViewAccount • MyViewUser • MyViewLanguage • MyViewUserid • MyViewStats

	<p>purpose other than those listed above.</p> <p>You can control whether or not these cookies are used, but preventing them may mean we can't offer you some services, and will reduce the support we can offer you. It's also possible that preventing these cookie stops us remembering that you didn't want a specific service.</p>							
<p>Targeting</p>	<p>'Targeting' cookies are linked to services provided by third parties, such as 'Like' buttons and 'Share' buttons. The third party provides these services in return for recognising that you have visited our website.</p> <p>We use 'Targeting' cookies to...</p> <ul style="list-style-type: none"> • Link to social networks like Facebook, who may subsequently use information about your visit to target advertising to you on other websites • Provide advertising agencies with information on your visit so that they can present you with adverts that you may be interested in <p>You can control whether or not these cookies are used, but preventing them may stop us from offering you some services. All of these cookies are managed by third parties, and you may alternatively use the third parties' own tools to prevent these cookies.</p>	<p>Currently, Selfcare is not creating any cookie from this category.</p> <p>Cookies provided by 3rd parties</p> <table border="1" data-bbox="1043 757 1430 1043"> <thead> <tr> <th>Cookie</th> <th>Domain</th> </tr> </thead> <tbody> <tr> <td>__utma __utmb __utmc __utmz</td> <td>.selfcare.bt.com</td> </tr> <tr> <td>NID PREF</td> <td>.google.com</td> </tr> </tbody> </table>	Cookie	Domain	__utma __utmb __utmc __utmz	.selfcare.bt.com	NID PREF	.google.com
Cookie	Domain							
__utma __utmb __utmc __utmz	.selfcare.bt.com							
NID PREF	.google.com							