

# Nokia 105



Issue 1.0 EN

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## Psst...

For info on Nokia Service terms and Privacy policy, go to [www.nokia.com/privacy](http://www.nokia.com/privacy).

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# Safety

Read these simple guidelines. Not following them may be dangerous or illegal. For further info, read the complete user guide.



## SWITCH OFF IN RESTRICTED AREAS

Switch the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all

instructions in restricted areas.



## ROAD SAFETY COMES FIRST

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.



## INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.



## QUALIFIED SERVICE

Only qualified personnel may install or repair this product.



## BATTERIES, CHARGERS, AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by Nokia for use with this device. Do not connect incompatible products.



## **KEEP YOUR DEVICE DRY**

Your device is not water-resistant. Keep it dry.



## **PROTECT YOUR HEARING**

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

# Get started

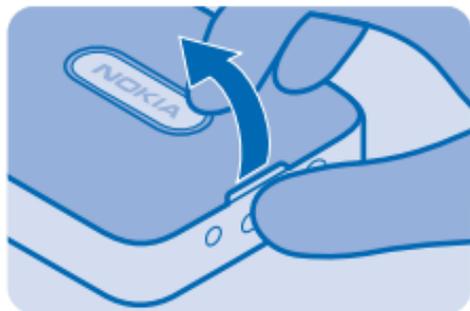
## Keys and parts



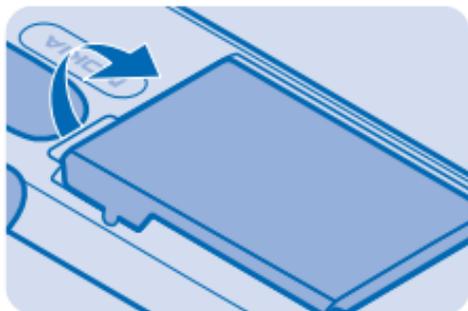
- 
- 1 Charger connector
  - 2 Flashlight
  - 3 Headset connector  
(3.5 mm)
  - 4 Screen
  - 5 Scroll key
  - 6 End/Power key
  - 7 Microphone
  - 8 Keypad
  - 9 Call key
  - 10 Selection keys
  - 11 Earpiece

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## Insert the SIM card and battery



**1.** Switch the phone off, and remove the back cover.



**2.** If the battery is in the phone, lift it out.



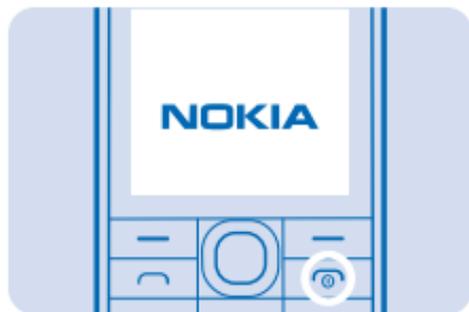
**3.** Slide the SIM under the holder with the contact area face down.



**4.** Line up the battery contacts, and push the battery in.



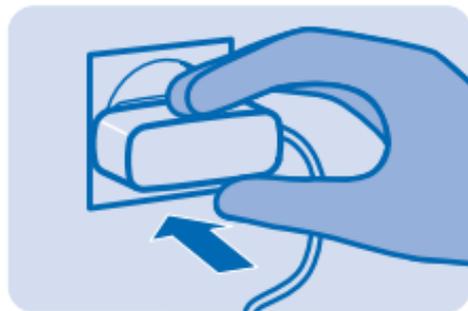
**5.** Press the back cover down until it locks into place.



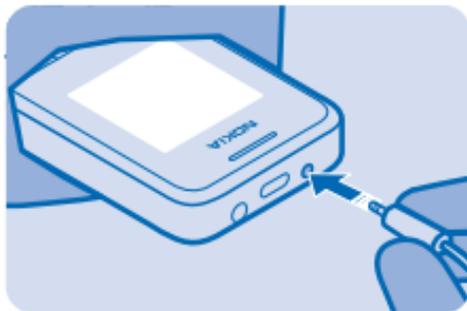
**6.** To switch on, press and hold  until the phone vibrates.

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## Charge the battery



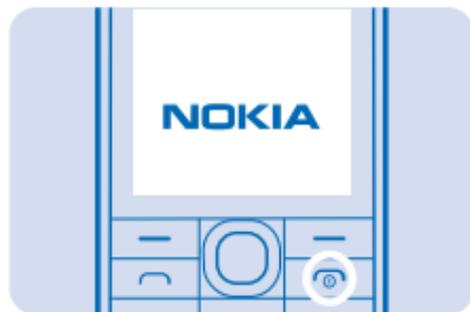
**1.** Plug the charger into a wall outlet.



**2.** Connect the charger to the phone. See 5 on page 27. When done, unplug the charger from the phone, then from the wall outlet.

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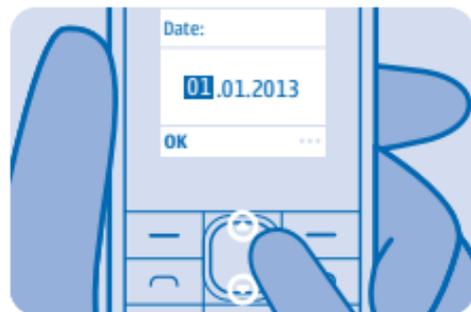
## Switch your phone on



**1.** Press and hold the power key.



**2.** To set the time, press up or down. Press **OK**.



**3.** To set the date, press up or down. Press **OK**.  
Your phone is now ready.

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## Lock the keys



Lock the keys when not using your phone.



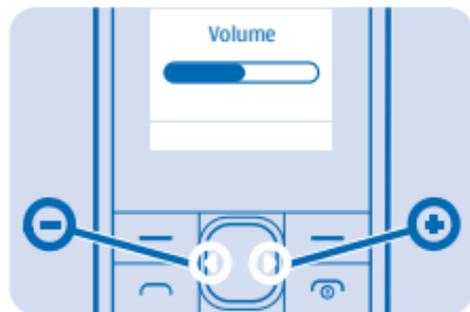
1. Select **Menu**, and press \*.



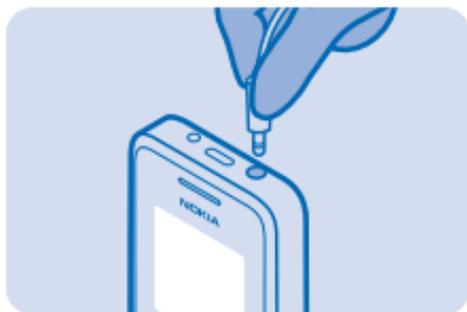
2. To unlock, select **Unlock**, and press \*.

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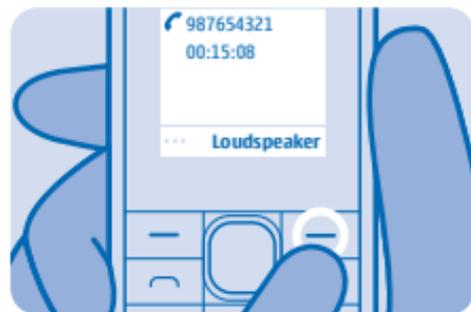
## Change the volume



1. Scroll left or right to change the volume.



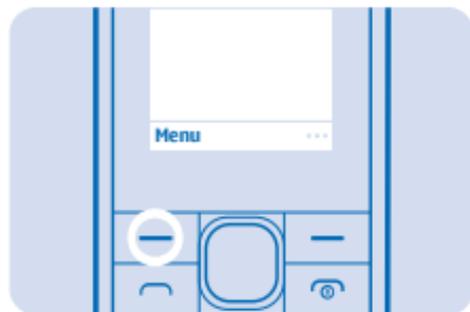
2. You can also connect a compatible headset or other device to the headset connector.



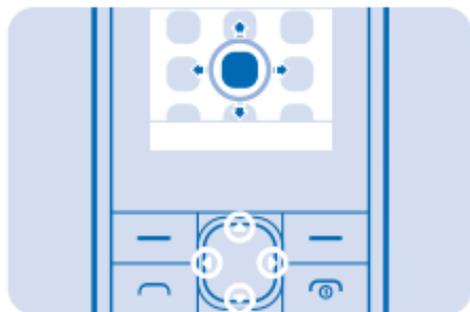
3. To use the loudspeaker on your phone when calling, select **Loudspeaker**. You can also use the loudspeaker when listening to radio.

# Basics

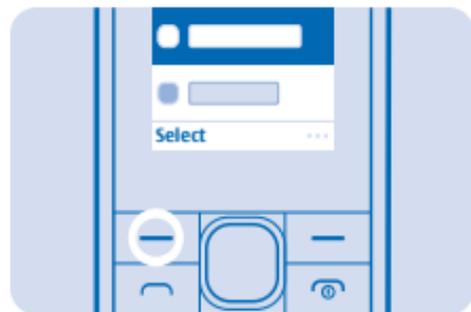
## Explore your phone



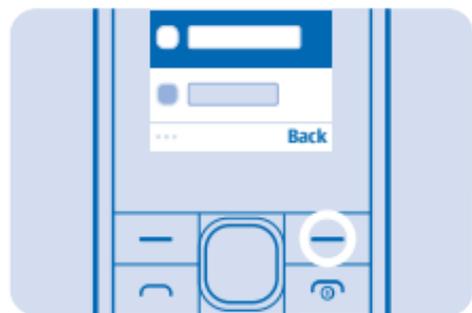
1. To see the apps and features of your phone, press **Menu**.



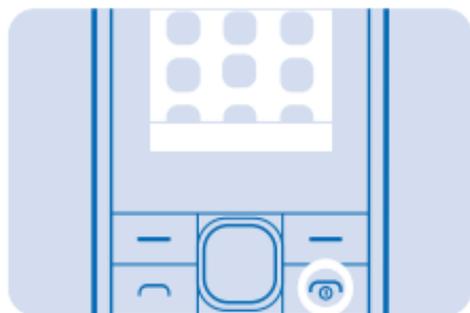
2. To go to an app or feature, press the scroll key up, down, left, or right.



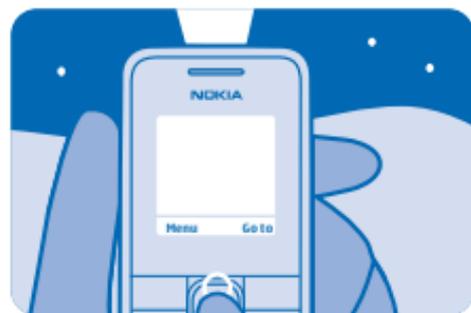
3. To open the app or select the feature, press **Select**.



4. To go back to the previous view, press **Back**.



5. To go back to the home screen, press .



6. To use the flashlight, press the scroll key up twice. To switch off, press up once. Do not shine the light in anyone's eyes.

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## Write text

Press a key repeatedly until the letter is shown.

### Type in a space

Press 0.

### Type in a special character or punctuation mark

Press and hold \*.

### Switch between character cases

Press # repeatedly.

### Type in a number

Press and hold #. To go back to letter mode, press and hold #.

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## Use predictive text

1. Select **Options > Dictionary** and the language.
2. Start writing a word. When the word you want is shown, press **0**.

### Change a word

Press **\*** repeatedly until the word you want is shown.

### Add a new word to the dictionary

If the word you want isn't in the dictionary, write the word, select **Spell**, and type in the word.

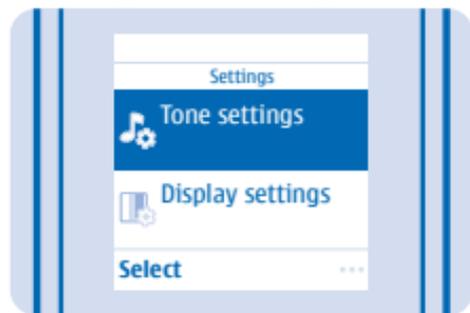
### Switch between predictive and traditional text

Press **#** repeatedly.

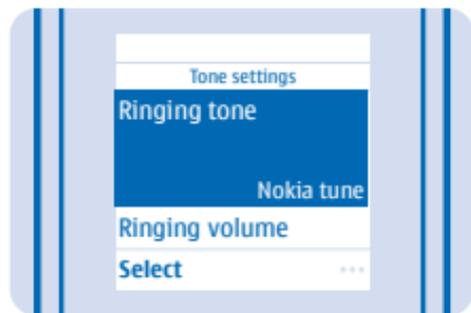
### Switch predictive text off

Select **Options > Dictionary > Dictionary off**.

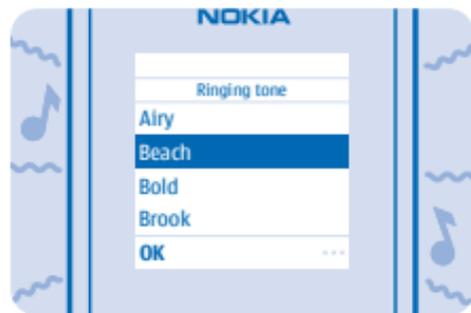
## Change the ringtone



1. Select **Menu > Settings > Tone settings**.



2. Select **Ringing tone**.

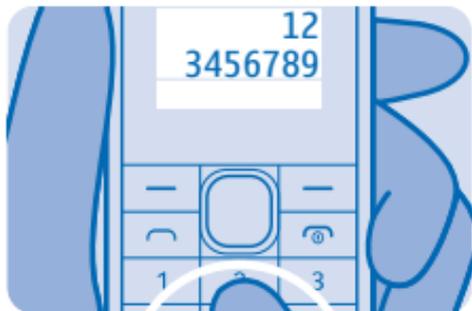


3. Pick a ringtone, and select **OK**.

★ **Tip:** To switch quickly to silent profile, press and hold #.

## People & messaging

### Make or answer a call

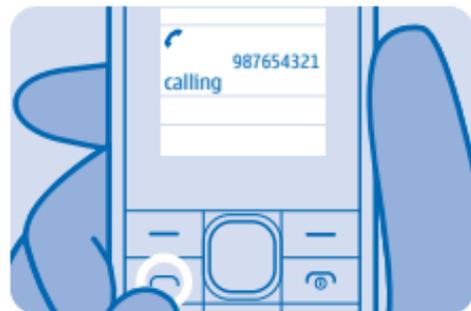


**1.** Type in the phone number.

To type in the + character, used for international calls, press \* twice.



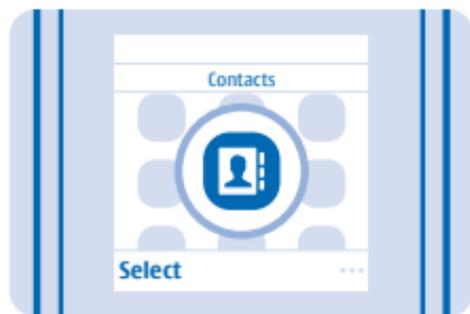
**2.** Press  to make the call. To end the call, press .



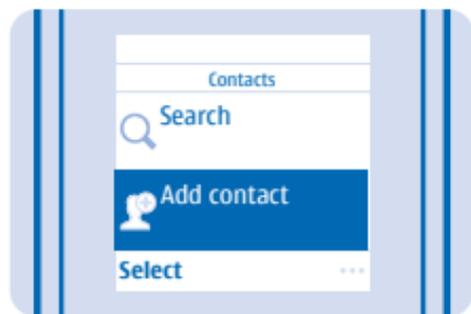
**3.** When someone calls you, press  to answer.

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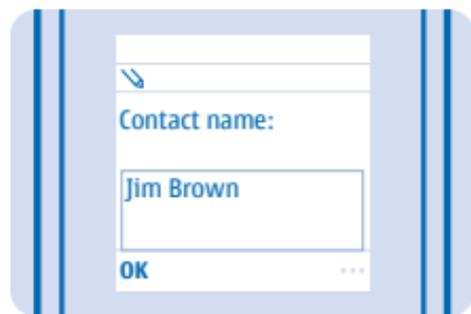
## Save a name and phone number



1. Press **Menu**, and select **Contacts**.



2. Select **Add contact**.



3. Write the name, and press **OK**, then type in the number, and press **OK**.

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## Save numbers in five separate phonebooks

1. Press **Menu**, and select **Contacts > Settings**.
2. To use the phone memory, select **Memory in use > Phone**.
3. Select **Multi-Phonebook > Phonebook style > Multi-Phonebook**.
4. To add a contact to a phonebook, press **Menu**, and select **Contacts > Settings**.

5. Select **Multi-Phonebook > Manage contacts**.

6. Select a contact, and mark a phonebook.
7. Press **Done**, and save the changes.

### Select which phonebook to use

Select **Multi-Phonebook > Current phonebook** and the phonebook you want to use.

### Rename a phonebook

Select **Multi-Phonebook > Rename phonebooks** and the phonebook, write the name, and press **OK**.

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## Send and receive messages

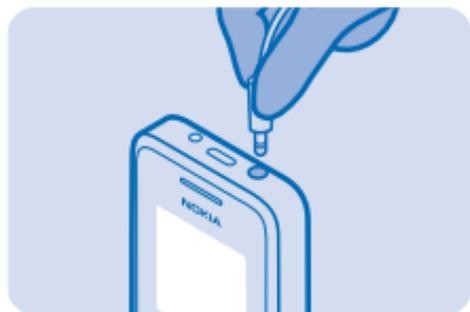
1. Select **Menu > Messages**.
2. Select **Create message**.
3. Write your message.
4. Select **Options > Send**.
5. Type in a phone number, and select **OK**. Your message is sent.
6. To read a received message, select **Show** on the home screen.
7. To read the rest of the message, press down.

You can send text messages that are longer than the character limit for a single message. Longer messages are sent as two or more messages. Your service provider may charge accordingly. Characters with accents, other marks, or some language options, take more space, and limit the number of characters that

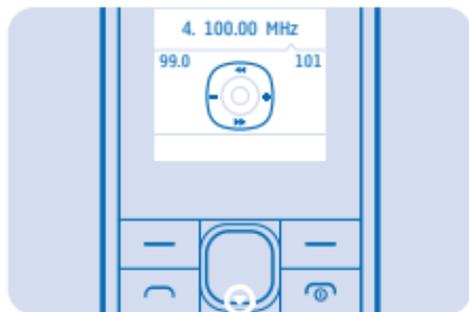
can be sent in a single message.

## Entertainment

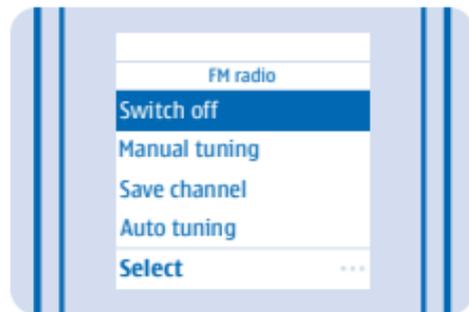
### Listen to the radio



1. Connect a headset, and select **Menu > Radio**. The headset cable works as the radio antenna.



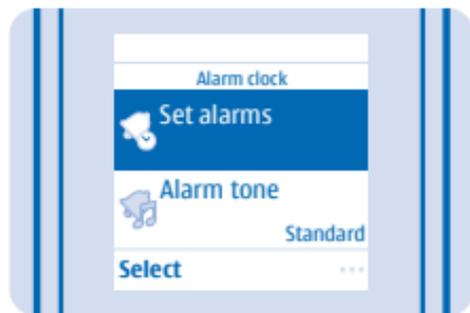
2. To go to the next channel, press down.



3. To close the radio, press **Options**, and select **Switch off**.

## Office

### Set an alarm

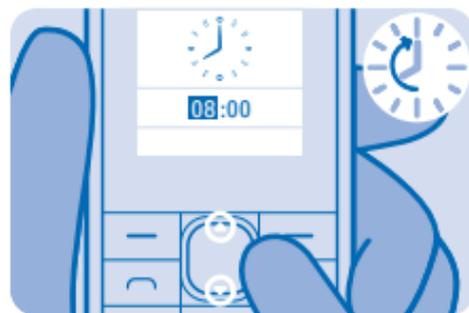


1. Select **Menu > Clock > Set alarms**.



2. Select an alarm.

★ **Tip:** You can set up to five different alarms.



3. To set the hour, press up or down. To set the minutes, press right and then up or down. Press **OK**.

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## Nokia Life



Nokia Life is a set of services giving you relevant info on topics such as health, agriculture, education, and entertainment.

The updates are delivered in text messages to the Nokia Life inbox, in your local language.

To get started, open the Nokia Life app, then accept the service disclaimer.

Nokia Life may not be available in all regions.

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## After-sales policy



Need assistance after you've bought your phone?



Contact the store where you bought it for help and advice.

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## Feature-specific information

1 The images in this guide may differ from your device screen.

2 The antenna area is highlighted.

3 Avoid touching the antenna area while the antenna is in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power level during operation.

4 **⚠ Important:** This device is designed to be used with a standard SIM card (see figure) only. Use of incompatible SIM cards may damage the card or

the device, and may corrupt data stored on the card. Please consult your mobile operator for the use of a SIM card that has a mini-UICC cutout.



5 If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.

6 You can send text messages that are longer than the character limit for a single message. Longer messages are sent as two or more messages. Your service

provider may charge accordingly. Characters with accents, other marks, or some language options, take more space, and limit the number of characters that can be sent in a single message.

7 Do not connect products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

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## Product and safety information

### Network services and costs

You can only use your device on the GSM 900, 1800 networks. You need a subscription with a service provider.

You may also need to subscribe to some features.

### Emergency calls

1. Make sure the device is switched on.
2. Check for adequate signal strength.

You may also need to do the following:

- Put a SIM card in the device.
- Switch the call restrictions off in your device, such as call barring, fixed dialling, or closed user group.
- If the device keys are locked, unlock them.

3. Press the end key repeatedly, until the home screen is shown.
4. Type in the official emergency number for your present location. Emergency call numbers vary by location.
5. Press the call key.
6. Give the necessary info as accurately as possible. Do not

end the call until given permission to do so.

When you switch your device on for the first time, you are asked to create your Nokia account. To make an emergency call during the account setup, press the call key.

**❗ Important:** Activate both cellular and internet calls, if your phone supports internet calls. The phone may attempt to make emergency calls both through cellular networks and through your internet call service provider. Connections in all conditions cannot be guaranteed. Never rely solely

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on any wireless phone for essential communications like medical emergencies.

### **Take care of your device**

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery, and let the device dry.

- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
- Unauthorised modifications may damage the device and

- violate regulations governing radio devices.
- Do not drop, knock, or shake the device. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- For optimal performance, switch the device off and remove the battery from time to time.
- Keep the device away from magnets or magnetic fields.
- To keep your important data safe, store it in at least two

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separate places, such as your device, memory card, or computer, or write down important info.

## Recycle



Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. All materials of the device can be recovered as materials and energy. Check how to recycle your Nokia

products at [www.nokia.com/recycle](http://www.nokia.com/recycle).

## Crossed-out wheeled-bin symbol



The crossed-out wheeled-bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check

with your local waste authority, or go to [www.nokia.com/support](http://www.nokia.com/support). For more info on the environmental attributes of your device, see [www.nokia.com/ecoprofile](http://www.nokia.com/ecoprofile).

## Battery and charger info

Use your device only with an original BL-5CB rechargeable battery. Nokia may make additional battery models available for this device. Charge your device with AC-11X or AC-11N charger. Charger plug type may vary. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and

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standby times are noticeably shorter than normal, replace the battery.

**❗ Important:** Talk and standby times are estimates only. Actual times are affected by, for example, network conditions, device settings, features being used, battery condition, and temperature.

### **Battery safety**

Always switch the device off and unplug the charger before removing the battery. To unplug a charger or an accessory, hold and pull the plug, not the cord.

When your charger is not in use, unplug it. If left unused, a

fully charged battery will lose its charge over time.

Always keep the battery between 15°C and 25°C (59°F and 77°F). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

Do not dispose of batteries in a fire as they may explode.

Obey local regulations.

Recycle when possible. Do not dispose as household waste. Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of

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unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service centre before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors.

## **Additional safety information**

### **Small children**

Your device and its accessories are not toys. They may contain

small parts. Keep them out of the reach of small children.

### **Medical devices**

Operation of radio transmitting equipment, including wireless phones, may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

### **Implanted medical devices**

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum

separation of 15.3 centimetres (6 inches) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimetres (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Switch the wireless device off if there is any reason to suspect that interference is taking place.

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- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

### **Accessibility solutions**

Nokia is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit the Nokia website at [www.nokiaaccessibility.com](http://www.nokiaaccessibility.com).

### **Hearing**

**▲ Warning:** When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

Some wireless devices may interfere with some hearing aids.

### **Nickel**

The surface of this device is nickel-free.

### **Operating environment**

This device meets radio frequency exposure guidelines in the normal use position at the ear or at least 1.5

centimetres (5/8 inch) away from the body. Any carry case, belt clip, or holder for body-worn operation should not contain metal and should position the device the above-stated distance from your body.

The sending of data files or messages requires a quality network connection and may be delayed until such a connection is available. Follow the separation distance instructions until the sending is completed.

### **Vehicles**

Radio signals may affect improperly installed or

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inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment.

Only qualified personnel should install the device in a vehicle. Faulty installation may be dangerous and invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or

accessories in the air bag deployment area.

### **Potentially explosive environments**

Switch your device off in potentially explosive environments, such as near petrol pumps. Sparks may cause an explosion or fire resulting in injury or death.

Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive environment may not be clearly marked. These usually are areas where you are advised to switch your engine

off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

### **Certification information (SAR)**

**This mobile device meets guidelines for exposure to radio waves.**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio

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waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions

with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 1.48 W/kg. Use of device accessories may result in different SAR values. SAR

values may vary depending on national reporting and testing requirements and the network band. Additional SAR information may be provided under product information at **[www.nokia.com](http://www.nokia.com)**.

All Nokia products comply with international and, where adopted, country specific standards and guidelines for limiting human exposure to electromagnetic fields. These international standards and guidelines were adopted after thorough reviews of the science. Those reviews do not establish a link between the use of mobile devices and

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adverse health effects when the device is operating within the international standards and guidelines. We are required by the India Department of Telecommunications to include in this user guide the following guidance on precautionary measures: You can limit exposure to radio frequency energy by either using the device in good reception conditions or using a hands-free kit (e.g., Bluetooth headset, wired headset, internal loudspeaker, etc). A further precautionary measure especially for

children, pregnant women and adolescents would be to keep calls short and consider sending a text message (e.g., SMS) instead. You should always ensure that the SAR value of your mobile device is below the limit set by the India Department of Telecommunications. Information about the SAR level of Nokia devices sold in India can be obtained from Nokia's website at **[www.nokia.com](http://www.nokia.com)**. Your mobile device is also designed to meet the requirements for exposure to radio waves established by the

India Department of Telecommunications. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use at the ear is 1.41 W/kg.

### **Nokia original accessories**

For availability of approved accessories, check with your dealer.

An extensive range of accessories is available for your device. For more details, see **[www.nokia.com/accessories](http://www.nokia.com/accessories)**.

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## Practical rules about accessories

- Keep all accessories out of the reach of small children.
- When you disconnect the power cord of any accessory, grasp and pull the plug, not the cord.
- Check regularly that accessories installed in a vehicle are mounted and are operating properly.
- Installation of any complex car accessories must be made by qualified personnel only.

### Battery

Type: BL-5CB

Talk time:

Up to 12.53 hours.

Standby:

Up to 35 days.

**ⓘ Important:** Battery talk and stand-by times are estimates and only possible under optimal network conditions. Actual battery talk and standby times depend on SIM cards, features used, battery age and condition, temperatures to which battery is exposed, network conditions, and many other factors, and may be significantly shorter than those specified above. Ringing tones, hands free call handling, use in digital mode, and other

features will also consume the battery, and the amount of time a device is used for calls will affect its stand-by time. Likewise, the amount of time that the device is turned on and in the standby mode will affect its talk time.

### Nokia support messages

To help you take maximum advantage of your phone and services, you receive free customised text messages from Nokia. The messages contain tips and tricks and support.

To stop receiving the messages, select **Menu**.

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To provide the service described above, your mobile phone number, the serial number of your phone, and some identifiers of the mobile subscription are sent to Nokia when you use the phone for the first time. Some or all information may also be sent to Nokia when updating software. This information may be used as specified in the privacy policy, available at [www.nokia.com](http://www.nokia.com).

## Copyrights and other notices

### DECLARATION OF CONFORMITY

**CE 0168**

Hereby, NOKIA CORPORATION declares that this RM-908 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at [www.nokia.com/global/declaration/declaration-of-conformity](http://www.nokia.com/global/declaration/declaration-of-conformity).

The availability of products, features, apps and services

may vary by region. For more info, contact your Nokia dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries.

Diversion contrary to law is prohibited.

The contents of this document are provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, are made in relation

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To the maximum extent permitted by applicable law, under no circumstances shall Nokia or any of its licensors be responsible for any loss of data or income or any special, incidental, consequential or indirect damages howsoever caused.

Reproduction, transfer or distribution of part or all of the contents in this document in any form without the prior

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Nokia does not provide a warranty for or take any responsibility for the functionality, content, or end-user support of third-party apps provided with your device. By using an app, you acknowledge that the app is provided as is. Nokia does not make any representations,

provide a warranty, or take any responsibility for the functionality, content, or end-user support of third-party apps provided with your device.

Downloading of maps, games, music and videos and uploading of images and videos may involve transferring large amounts of data. Your service provider may charge for the data transmission. The availability of particular products, services and features may vary by region. Please check with your local Nokia dealer for

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further details and availability of language options.  
TM © 2013 Nokia. All rights reserved. Third party product/ names may be TM of respective owner.  
This product is licensed under the MPEG-4 Visual Patent Portfolio License (i) for personal and noncommercial use in connection with information which has been encoded in compliance with the MPEG-4 Visual Standard by a consumer engaged in a personal and noncommercial activity and (ii) for use in connection with MPEG-4 video provided by a licensed video

provider. No license is granted or shall be implied for any other use. Additional information, including that related to promotional, internal, and commercial uses, may be obtained from MPEG LA, LLC. See [www.mpegla.com](http://www.mpegla.com).  
In the event of any inconsistencies between the English language version and any Indic language translation, the English language version shall always prevail over the Indic language translation.

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## Warranty Terms and Conditions

The following terms and conditions are applicable for this model:

- 1 This device carries a 12 months warranty from the date of purchase. The warranty period commences from the date of purchase of the handset by the consumer.
- 2 In case of any manufacturing defect that arises during the warranty period, the consumer shall visit the retail outlet from where he/she purchased the

handset or any other Nokia authorized retail outlet for assistance. However, any Nokia Care Centre shall not be responsible for any repair, replacement or other after-sale service during or after the warranty period.

- 3 The Consumer shall be required to carry proof of purchase (proof of purchase would be the invoice/bill), to claim his warranty, to the retail outlet. Warranty cannot be availed without the proof of purchase.
- 4 Warranty covers only the replacement of the device, charger and the battery in

case of a manufacturing defect for a period as specified below.

- 5 The defective handset/battery/charger, which are within the warranty period, shall be replaced with a new handset/battery/charger within a reasonable period of time by the retail outlet. However, no replacement would amount to renewal/extension of the warranty period. There will only be a replacement of the individual defective unit (handset/battery/charger) and there will be no replacement for the full

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sales pack. Further no service/repair will be offered on the handset/battery/charger at any time.

- 6** There shall be no warranty provided if the damage is caused to the handset due to the following:-
- (i) accident, misuse or mishandling of the handset by the consumer, which includes but it not limited to the following:-
  - a. LCD display is damaged or broken
  - b. Handset physically damaged or broken
  - c. SIM door lock is physically damaged or broken

d. Charging socket pin is physically damaged or broken

e. Handset is physically tampered or opened

f. Headset jack is damaged or deformed

g. Exposure to any liquid or abnormal voltage

(ii) Normal wear and tear

(iii) Any third party software, settings, content, data, or links installed or downloaded onto the handset at any time.

(iv) The consumer does not abide by the user guide.

(v) The handset has been opened, modified, or

repaired without Nokia's authorization, or repaired with unauthorized spare parts.

- 7** Nokia shall only be liable to the extent of warranty provided by it and not for any additional warranty, that may be, provided by the retail outlet.
- 8** Nokia, its distributor, or the retail outlet is not responsible for any replacement service beyond the warranty period.
- 9** Handset – 12 months warranty.
- 10**Charger & Battery- 6 months warranty

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## LIMITATION OF LIABILITY

To the extent permitted by applicable law(s), Nokia, its distributor or the retail outlet shall not under any circumstances be liable, either expressly or implicitly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was a result of a defect in your handset. Please note that you should always back up all data and content (including, without limitation, any licence numbers and

activation codes) stored on your handset before taking your handset in for service since service activities will erase all data from your handset.

To the extent permitted by applicable law(s), Nokia, its distributor or the retail outlet shall not under any circumstances be liable for any loss of profit, products or functionality, business, contracts, revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage.

To the extent permitted by applicable law(s), the liability of Nokia, its distributor and the retail outlet shall be limited to the purchase value of your Product. The limitations in this clause shall not apply in case of negligence or intentional misconduct of Nokia, its distributor or the retail outlet, or in case of death or personal injury resulting from their proven negligence.

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## Terms of use

### Nokia Service Terms

#### 1. Acceptance

These Nokia Service Terms together with the Privacy Policy and all other additional terms and information that may be provided within the Service (collectively "Terms") govern your use of the service, site, content and software (collectively the "Service"). By registering for or using the Service or any portion of it you accept the Terms.

The Terms constitute an agreement between you and Nokia Corporation,

Keilalahdentie 2-4, 02150 Espoo, Finland including its affiliates and suppliers (collectively "Nokia"), defining your and Nokia's rights and responsibilities with respect to the Service.

#### 2. Eligibility

To use the Service, you must be at least thirteen (13) years of age. If you are under thirteen (13) years of age, or at least thirteen (13) years of age but a minor where you live, you must have your parent or legal guardian accept your registration on your behalf and approve your use of the Service. Anyone completing

the registration must be legally competent.

#### 3. Registration and Termination

To use a Service you may need to register and create a Nokia account with username and a password. You may need to provide us with certain personal and other information. Nokia may verify your email address before account can be used. Upon first use of your device and each time you update the Nokia device software, a text message will be sent to Nokia. The creation of a Nokia Account will require data

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transmission. Data transmission costs may apply. You agree to provide truthful and complete information when you register for the Service and to keep that information updated. You must take due care to protect your username and password against misuse by others and promptly notify Nokia about any misuse. You, and your parent or legal guardian if you are a minor, are personally responsible for any use of the Service. You may terminate your registration if you no longer wish to use the Service. After

termination, you will no longer have access to the Service. Nokia may terminate your registration or restrict your access to certain parts of the Service if Nokia reasonably believes that you have breached the Terms or with prior notice if you have not signed into the Service with your username in the past six (6) months. Except as set forth in the Privacy Policy, Nokia is not responsible for any removal or loss of the information or content you have submitted to the Service. When information or content is removed from

the Service by either you or Nokia, traces or copies may still remain elsewhere.

#### **4. Licenses**

Nokia grants you a non-exclusive, non-transferable license, revocable at any time at Nokia's sole discretion, to access and use the Service strictly in accordance with the Terms. Use of the Service does not grant you any intellectual property rights in or to any information or content in the Service.

As part of the Service, Nokia may provide you with content developed by Nokia or its licensors ("Content"). Nokia

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grants you a non-exclusive and perpetual license to use Content for the purpose it is intended, unless otherwise defined in the applicable Terms or the purchase order. Some Content may only be available to residents of certain geographical areas. You are bound by any restrictions applicable to specific Content you obtain through the Service. Any license acquired to third-party Content is a binding agreement between you and the third-party Content provider. You have only the

rights to the Content which are expressly granted here. As part of the Service, Nokia may provide you with certain software developed by Nokia or, its licensors (“Software”). Your use of Software may be subject to separate terms and conditions that you must accept before using the Software. If there are no separate terms and conditions applicable to such Software, the following terms apply: Nokia grants to you a limited, non-exclusive, non-transferable right to install and use the Software on your computer and/or mobile

device. You may not copy the Software, except to make a single archival backup copy. You may not distribute, transfer the right to use, modify, translate, reproduce, resell, sublicense, rent, lease, reverse engineer, or otherwise attempt to discover the source code of or make derivative works of the Software. For open source licensed software, applicable open source license terms apply. The Software maybe subject to export controls under the U.S. Export Administration Regulations and other import or export control regulations.

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You agree to strictly comply with all applicable import and export regulations and acknowledge that you have the responsibility to obtain licenses to export, re-export, transfer, or import such Software.

You may be able to submit information or content (“Material”) to the Service. Nokia does not claim ownership in your Material. Your submission of Material does not transfer ownership of rights of the Material to Nokia. Nokia is only transmitting the Material and is not responsible for editorial control over it. By

submitting Material to the Service you grant Nokia a worldwide, non-exclusive, sub-licensable, assignable, fully paid-up, royalty-free, perpetual and irrevocable license to use, copy, publicly perform, display, distribute in any media and modify the Material to incorporate the Material into other works, and to grant similar sublicenses to the extent necessary for Nokia to provide the Service. You may be able to adjust this grant in the privacy and other settings of the Service. You are solely responsible for taking backup copies of the

data you store on the Service, including Content you upload. If the Service is discontinued or canceled, Nokia may permanently delete your data. Nokia has no obligation to return data to you after the Service is discontinued or canceled.

## **5. Using the Service**

You agree to:

- Comply with applicable laws, the Terms and good manners;
- Use the Service only for your personal, non-commercial purposes;
- Not submit unlawful, offensive, inaccurate,

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- misleading, abusive, pornographic, harassing, libelous or otherwise inappropriate Material;
- Obtain any consents, permission or licenses that may be legally required for you to submit any Material;
  - Respect the privacy of others;
  - Not distribute or post spam, unreasonably large files, chain letters, pyramid schemes, viruses; or
  - Not use any other technologies or initiate other activities that may harm the Service, or the

- interest or property of the Service users.
- Not to use any automated systems or means to access, acquire, copy or monitor any part of the service.
  - Be responsible for the consequences related to the Material that you post.
- Nokia may but has no obligation to:
- Monitor or moderate any Content or Material;
  - Remove any Material from the Service; and
  - Restrict access to any part of the Service at any time in its sole discretion.

## **6. Content**

Before downloading or accessing any Content, please check whether the Content which you wish to access is restricted by age or marked as potentially 'offensive' or 'explicit'. Nokia shall not be responsible for any claims or offense caused or suffered by you accessing such Content.

You agree:

- To use the Content only for your personal, non-commercial purposes;
- To use the Content in accordance with the restrictions set out in the applicable laws, additional

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terms, guidelines and policies or on the product pages that apply to that particular piece of the Content;

- Not to make copies, give, sell, resell, loan, rent, offer, broadcast, send, distribute, transfer, communicate to the public, reproduce, modify, display, perform, commercially exploit or make the Content available unless otherwise authorized in the applicable Terms and to advise Nokia promptly of any such unauthorized use;
- Not to remove, circumvent, reverse engineer, decrypt,

or otherwise alter or interfere with any applicable usage rules or attempt to circumvent digital rights management or copy protection features associated with the Content or any other technologies used to control the access to or use of the Content or its identifying information;

- Not to use any automated systems or means, except for those provided by us, for the selection or downloading of the Content;
- Not to give out your password or otherwise allow other people to access the

Content. The restrictions on copying that apply to applicable media also apply to the Content accessed as part of this Service.

The Content is owned and/or controlled by Nokia and/or its respective licensors and is protected by intellectual property laws. The third party Content provider is solely responsible for any Content it provides, any warranties to the extent that such warranties have not been disclaimed and for any claims you may have relating to that Content or your use of that Content. However, Nokia may enforce

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the third party Content license terms against you as a third party beneficiary of those terms. The third party Content providers are third-party beneficiaries under these Terms and may enforce the provisions that directly concern the Content in which they have rights. Nokia may be acting as an agent for third party Content provider in providing the Content to you. Nokia is not a party to the transaction between you and the third party Content provider for such Content.

## **7. Allegations of Copyright Infringement**

You may notify Nokia of copyright infringement on the Service by providing notice (a) by email with “Copyright Notification” in the subject line to [copyright.notices@nokia.com](mailto:copyright.notices@nokia.com), (b) by a document titled “Copyright Notification” mailed to Nokia, Attn: Copyright Agent, 102 Corporate Park Drive, White Plains, NY 10604, USA or (c) via the online form, if available. Your notice must:

- 1** identify the original copyrighted work you claim is infringed;
- 2** identify the content on the Service that you claim is infringing the copyrighted work. Please provide enough detail for Nokia to locate the allegedly infringing content on the Service;
- 3** provide your contact information, including your full name, mailing address, telephone number, and email address, if available;
- 4** provide a statement that you have a good faith belief that the use of the content in the manner complained of

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is not authorized by the copyright owner, its agent, or the law;

- 5 provide this statement: "I swear, under penalty of perjury, that the information in this notification and complaint is accurate and that I am the copyright owner, or am authorized to act on behalf of the copyright owner of an exclusive right that is infringed."; and
- 6 provide your signature, as applicable.

### **8. Notices**

Nokia may post notices within the Service. Nokia may also

send you notices about products and Services to the email address or telephone number you have provided to us. You are deemed to have received such notices at the latest within seven (7) days from Nokia sending or posting those. Your continued use of the Services constitutes your receipt of all notices regardless of delivery method.

### **9. Fees**

Your use of the Service may be or may become subject to charges.

Any fees charged by Nokia will be announced separately in connection with the Service.

Use of the Service may involve transmission of data through your service provider's network. Prices listed within the Service do not include possible data transmission, text message, voice or other service provision charges by your network service provider. Nokia assumes no responsibility for the payment of any charges of your service providers.

### **10. Order and Payment Terms**

"Order" shall mean the selection of payable Content and/or subscription to Content offered by Nokia and available in the Service and

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submission of payment method, as well as submitting the order by selecting the "buy", "ok", "I accept" or other similar confirmation of acceptance in the order flow or providing other indication of acceptance terms that are presented to you in the order flow.

To place an Order within the Service, you must have reached the age of legal competence according to the applicable legislation. If you have not reached the age of legal competence, you may place Orders only with the

prior consent of your parent or legal guardian.

You agree that all Orders shall be legally valid and binding. All Orders are subject to acceptance by Nokia.

You may pay by credit or debit card, network service provider billing, or other payment methods if available.

Your credit or debit card must have a billing address in the country where the Content is offered by the Service. Nokia will charge your credit card or debit your bank account within a reasonable time after you have made your Order. All credit card payments are

subject to validation checks and authorization by the card issuer.

If you choose network service provider billing, charges will appear on your mobile phone bill or be deducted from your prepaid account if it is a prepaid account. Some network service providers may subject your usage of the Service to additional terms and conditions including placing limits on the amount of charges possible with network service provider billing. Charges in excess of network service provider limits or

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account balance may be rejected. You agree to pay the charges related to your Order, to ensure that the instrument of payment is valid at the time of the Order, that you are the rightful holder of the instrument and that the instrument is used within its credit limits.

The Content that is delivered is licensed to you. You agree to use such Content solely as permitted in these Terms and in any additional terms that you may be presented in the order flow.

The Service may offer subscriptions. You authorize the Service to place a periodical charge during the period of the subscription. The Service may also offer a trial period. If your Order involves a trial period (also known as try-and-buy), you may be charged when the trial period expires, unless you cancel in accordance with the subscription/trial terms. The prices in the Service may change from time to time. Prices include applicable taxes in effect at the time of your transaction, unless otherwise stated. There may be

instances where you incur additional charges from your bank or credit card provider based on currency conversion rates used and/or additional fees assessed. Nokia assumes no responsibility for the payment of bank or any other third party service fees or charges.

#### **11. Cancellations and Refunds**

You agree to the electronic delivery of Content being initiated concurrently with the placement of your Order. You will not be able to cancel your Order once it has been processed. The nature of the

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Content is such that it cannot be returned.

In the event that after your Order you discover and promptly inform Nokia within 48 hours that (a) the Content you have ordered is faulty; (b) the Content Nokia delivers to you does not match the description of the Content you ordered via the Service; or (c) technical problems delayed or prevented delivery of your Content or accidental multiple orders caused by such technical problems, your sole and exclusive remedy with respect to such Content will be either replacement of such

Content, or refund of the price paid for such Content, as determined solely by Nokia. Otherwise, no refunds are available. If you encounter any of the above issues, please contact Nokia Customer Support.

Please note that Nokia may not be able to process your customer support request if you are unable to provide your transaction ID, which is provided to you by Nokia following your Order from the Service. Nokia may only process refunds for Content where the total price is above

the monetary limit stipulated in applicable local legislation.

## **12. Feedback to Nokia**

By submitting any ideas, feedback and/or proposals ("Feedback") to Nokia through the Service or other means, you acknowledge and agree that: (1) Nokia may have similar development ideas to the Feedback; (2) your Feedback does not contain confidential or proprietary information of you or any third party; (3) Nokia is not under any obligation of confidentiality with respect to the Feedback; (4) Nokia may freely use, distribute, exploit and further develop and

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modify Feedback for any purpose; and (5) you are not entitled to any compensation of any kind from Nokia.

### **13. Social Activities and Location Sharing**

You may use features in the Service to share your location, status, content, Materials or personal information or to interact with other users, sites and services. By using these features you agree that Nokia may use and provide that information to other services and persons with whom you choose to interact or share this information. Users of these services and persons, such as

your contacts, may see your location, status and/or personal information. In using these features you agree not to share information, Content or Material or to link to any service or site that: (a) contains content or other material that is illegal or inappropriate; or (b) exploits intellectual property rights without authorization or encourages users to piracy. Any interaction does not involve Nokia and is solely between you and the other user(s).

### **14. Availability and Technical Requirements**

The availability of Content and the Service may vary and is subject to Nokia's sole discretion. Nokia expressly disclaims any representation or warranty that any particular Content or Service will be available. The Service may not be available in all countries and may be provided only in selected languages. The Service, operations and some features may also be dependent on the network, compatibility of the devices used and the content formats supported.

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To access the Service, you may need to download a specific piece of software developed by Nokia or by another party. Nokia may, in its sole discretion, change, correct or discontinue the Service in whole or in part. The Service may not be available during maintenance breaks and other times. To ensure you have the latest Nokia device software and applications, your device may automatically check for the availability of software updates from Nokia. If any are detected you will be prompted to approve the installation. You may disable automatic

checking for updates through settings in your device. You may also install software through available software update channels. If Nokia considers a Software update to be important or critical you may not continue using the previous version of the Software. Nokia may prevent your use of the previous version of the Software or Service until you install the update. Nokia may disable any Content or Software contained in your Service account for any reason and remove any Content or Software and/or disable

copies of any application on your device in order to protect the Service, application providers, wireless carriers over whose network you access the service or any other affected or potentially affected parties. A particular service may be a pre-release version, for example a beta release, and may not work in the way a final version works. Nokia may significantly change any version of Service or Software or decide not to release a final version.

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## **15. Links to Third Party Sites and Content**

Nokia may include access to sites and services on the Internet or preloaded clients that enable you to interact with sites and services that are owned or operated by third parties and that are not part of the Service. You must review and agree to the terms and conditions of these sites or services before using these sites or services.

Nokia has no control over the third party content, sites or services and assumes no responsibility for services provided or material created

or published on these third-party sites or services. A link to a third-party site does not imply that Nokia endorses the site or the products or services referenced in the site.

In addition, you and other users may create content and links to content within the Service that has not otherwise been submitted to the Service. Nokia is not responsible for this type of content or links.

## **16. Advertisements**

Service may include advertisements.

Advertisements may be targeted to the content or information stored on the

Service, queries made through the Service, or other information.

## **17. Personal Data**

The Privacy Policy and any additional privacy information made available to you govern the use of your personal data.

## **18. Limitation of Liability**

The Service is provided on “AS IS” and “AS AVAILABLE” basis. Nokia does not warrant that the Service will be uninterrupted or error or virus-free. No warranty of any kind, either express or implied, including but not limited to warranties of title, non-

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infringement, merchantability, or fitness for a particular purpose, is made in relation to the availability, accuracy, reliability, information or content of the Service. You expressly agree and acknowledge that the use of the Service is at your sole risk and that you may be exposed to content from various sources.

Except for liability for death or personal injury caused by its gross negligence or intentional misconduct, Nokia is not liable for any direct damages caused by your use or inability to use the Service. In no case will

Nokia be liable for any indirect, incidental, punitive or consequential damages resulting from your use or inability to use the Service.

### **19. Indemnification**

You agree to defend and indemnify Nokia from and against all third party claims and all liabilities, assessments, losses, costs or damages resulting from or arising out of (i) your breach of the Terms, (ii) your infringement or violation of any intellectual property rights, other rights or privacy of a third party, or (iii) misuse of the Service by a third party where the misuse was made

possible by your failure to take reasonable measures to protect your username and password against misuse.

## **20. Miscellaneous**

### **20.1 Choice of Law**

The Terms are governed by the laws of Finland without regard to its conflicts of law provisions.

### **20.2 Validity**

The Terms neither exclude nor limit any of your mandatory rights in your country of residence that cannot by law be waived. If a provision of the

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Terms is found to be invalid, the remaining provisions will not be affected and the invalid provision will be replaced with a valid provision that comes closest to the result and purpose of the Terms. In the event one or more provisions of these Terms are not relevant to your use of the Service, it shall not impact the validity or enforceability of any other provision of the Terms or the Terms as a whole. If there is any conflict between these Nokia Service Terms and the Privacy Policy, the provisions of these Nokia Service Terms prevail. The provisions of the

Terms that are intended to survive termination of your registration remain valid after termination.

### **20.3 Changes in Terms**

Nokia may modify the Terms at any time without prior notice. If the Terms are changed in a material, adverse way, Nokia will provide a separate notice advising of the change. You are responsible for regularly reviewing the Terms. Your continued use of the Service constitutes your consent to any changes and modification.

### **21. Intellectual Property**

The Service, Content and Software are protected under international copyright laws. Nokia claims copyrights in its Service, Content, and Software to the maximum extent of the law. Subject to the Terms, Nokia retains all right, title and interest in the Service, its Content, the Software and in all other Nokia products, software and other properties provided to you or used by you through the Service.

### **22. Assignment**

Nokia may assign its rights and obligations under these Terms

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to its corporate parent, its subsidiaries, or to any company under common control with Nokia.

Additionally, Nokia may assign its rights and obligations under these Terms to a third party in connection with a merger, acquisition, sale of assets, by operation of law or otherwise.

## **WE CARE ABOUT YOUR PRIVACY**

Nokia is committed to protecting your privacy and to complying with applicable data protection and privacy laws. This Privacy Policy (“Policy”) explains how we process personal data. Throughout

this Policy the term “personal data” means information relating to an identified or identifiable individual (i.e. a natural person). “Nokia” refers to Nokia Corporation, including its affiliates (also referred to as “we”, “us”, or “our”). This Policy applies for processing of your personal data where Nokia is the data controller or where we refer to the applicability of this Policy. We may provide additional privacy information in connection with our products and services through service descriptions and other notices. Such information

prevails over this Policy to the extent of any conflict. Third party services installed on your device may allow access to information available on your device. Our products or services may contain links to other companies’ websites and services that have privacy policies of their own. We recommend that you read the privacy policies of such third party services. Nokia is not responsible for the privacy practices or contents of any such third party services. **By using this website and/or by submitting personal data**

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**to Nokia, you agree to the processing of your personal data as explained in this Policy. If you do not agree with this Policy, please do not use this website or provide Nokia with your personal data.**

#### **What Data Do We Collect?**

We collect your personal data typically when you make a purchase, use or register into our products and services, take part in a campaign or otherwise interact with us. Below are examples of the categories of data we collect.

- **Your use of our products and services**

When you use our products and services your IP-address, access times, the website you linked from, pages you visit, the links you use, the content you viewed and other such information your browser provides us with is automatically collected by Nokia. Some of our mobile services may collect your unique mobile device identifiers, subscriber identity information, network service provider specific identifiers, network settings and other such information. When you use our products

and services or otherwise interact with us over telecommunications networks, certain additional information, such as your mobile subscription number, may be transmitted to us by your mobile network provider.

- **Information you provide us with**

We may ask you to provide us with information such as your name, email address, street address, user names and passwords, your consents, preferences and feedback, information relating to your devices, age,

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gender, postal code and language preferences. Please note that certain non-identifiable information collected from you may become personally identifiable when you provide us with your personal data. We may also obtain, in accordance with applicable law, some personal data from list-rental companies and other such publicly available sources. Some of our services may allow you to submit information about other people, for example, if you make an order for a

product that you wish us to send directly to another recipient.

- **Your transactions with us**  
We collect information relating to your purchase and use of our products and services and your other interactions with us. Such information may include details of the queries or requests you have made, the products and services provided, delivery details, bank account number, credit card details, billing address, credit checks and other such financial information, details of agreements between you

and Nokia, records of contacts and communications, information and details relating to the content you have provided us with and other such transactional information. We may, in accordance with applicable law, record your communication with our customer care or with other such contact points.

- **Location data**  
Nokia's location based services and features may use satellite, Wi-Fi or other network based location data, for example your IP-

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address. Assisted positioning methods of the device, for example Assisted GPS, provide you with faster and more accurate location data. Use of assisted positioning methods may involve exchanging your location data, wireless network identifiers along with your unique device or network service provider identifiers with a location server. Nokia processes this information anonymously. Depending on your positioning settings and your use of location services of other service providers

your device may connect to other service providers' servers, which are not controlled or operated by Nokia. We recommend you to check the privacy policies of such service providers to understand how they process your location data. You can modify the positioning settings of your device from the device settings, for example change or disable positioning methods or location servers or modify the accuracy of your location data.

Nokia offers various location based services and features that may require the use of your location data. For example when you make a location based search, use location enhanced weather features or request for map data, your location data may be sent to Nokia to serve you with the right content. This may also include location based advertising. Some location based services may allow you to associate your personal data with your location. To learn more about available location based services and features,

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please refer to instructions and other support material for our products and services.

### **Why Do We Process Personal Data?**

Nokia may process your personal data for the following purposes. Please note that one or more purposes may apply simultaneously.

- **Providing products and services**

We may use your personal data to provide you with our products and services, to process your order or as otherwise may be necessary to perform the contract

between you and Nokia, to ensure the functionality and security of our products and services, to identify you as well as to prevent and investigate fraud and other misuses.

- **Developing products and services**

We may use your personal data to develop our products and services. However, for the most part we only use aggregate and statistical information for such purposes. We may combine personal data collected in connection with your use of a particular

Nokia product and/or service with other personal data we may hold about you, unless such personal data was collected for a different purpose.

- **Communicating with you**

We may use your personal data to communicate with you, for example to send you critical alerts and other such notices relating to our products and/or services and to contact you for consumer care related purposes.

- **Marketing and making recommendations**

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We may use your personal data to personalize our offering and to provide you with more relevant services, for example, to make recommendations and to display customized content and advertising in our services. This may include displaying Nokia and third party content. We may use your personal data for direct marketing or research purposes, for example, to conduct market research and we may, in accordance with applicable law, contact you to inform you of new

products, services or promotions we may offer.

- **First use of your Nokia device**

Depending on your device a Nokia Account may be created for you or you may need to sign in with your existing Nokia Account when you first use your device. In the activation process your user name, email address, mobile number, unique mobile device identifier and subscriber identity information will be sent to Nokia and we may associate this information with your Nokia Account. This

combined information may be used to activate your warranty and certain software licenses and to send you personalized messages, for example emails, text and other messages. These messages may include information about Nokia's products and services, such as tips and commercial offers. You may unsubscribe from these messages at any time for example by following the information in the message you receive after taking your device into use, instructions in the device or in the

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messages, through available profile management tools or contacting Nokia customer care. The collected information may also be used to display personalized content as well as to improve Nokia's products and services. The above information may also apply in case you update the software of your device.

### **Do We Share Personal Data?**

We do not sell, lease, rent or otherwise disclose your personal data to third parties unless otherwise stated below.

- **Your consent and social sharing services**

We may share your personal data if we have your consent to do so. Some services may allow you to share your personal data with other users of the service or with other services and their users. Please consider carefully before disclosing any personal data or other information that might be accessible to other users.

- **Nokia companies and authorized third parties**  
We may share your personal data with other Nokia companies or authorized third parties who process personal data for Nokia for

the purposes described in this Policy. This may include for example billing through your network service provider or otherwise, delivery of your purchases, providing services including customer service, managing and analyzing consumer data, credit checks, conducting market research and managing marketing and other such campaigns. When you purchase a Nokia product from us with a network service provider plan, we may need to exchange information with your network service

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provider to provide you with such service.

We may conduct joint marketing and other communications with our partners, for example your mobile operator. To avoid duplicate or unnecessary communications and to tailor the message to you we may need to match information that Nokia has collected with information that the partner has collected where this is permitted by law.

These authorized third parties are not permitted to use your personal data for

any other purposes. We require them to act consistently with this Policy and to use appropriate security measures to protect your personal data.

- **International transfers of personal data**

Our products and services may be provided using resources and servers located in various countries around the world. Therefore your personal data may be transferred across international borders outside the country where you use our services, including to countries

outside the European Economic Area (EEA) that do not have laws providing specific protection for personal data or that have different legal rules on data protection, for example, the United States of America. In such cases we take steps to ensure that there is a legal basis for such a transfer and that adequate protection for your personal data is provided as required by applicable law, for example, by using standard agreements approved by relevant authorities (where necessary) and by requiring

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the use of other appropriate technical and organizational information security measures.

- **Mandatory disclosures**

We may be obligated by mandatory law to disclose your personal data to certain authorities or other third parties, for example, to law enforcement agencies in the countries where we or third parties acting on our behalf operate. We may also disclose and otherwise process your personal data in accordance with applicable law to defend Nokia's legitimate interests,

for example, in civil or criminal legal proceedings.

- **Mergers and Acquisitions**

If we decide to sell, buy, merge or otherwise reorganize our businesses in certain countries, this may involve us disclosing personal data to prospective or actual purchasers and their advisers, or receiving personal data from sellers and their advisers.

### **How Do We Address The Privacy of Children?**

Nokia products and services are typically intended for general audiences. Nokia does not knowingly collect

information of children without the consent of their parents or guardians. Nokia publishes safety guidelines for using internet services in our websites.

### **How Do We Address Data Quality?**

We take reasonable steps to keep the personal data we possess accurate and to delete incorrect or unnecessary personal data.

As certain Nokia products and services may allow you to manage your profile, we encourage you to access your personal data from time to time to ensure that it is

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correct. Please remember that in case of any changes it is your responsibility to update the personal data you have provided us with.

### **What Steps Are Taken To Safeguard Personal Data?**

Privacy and security are key considerations in the creation and delivery of our products and services. We have assigned specific responsibilities to address privacy and security related matters. We enforce our internal policies and guidelines through an appropriate selection of activities, including proactive and

reactive risk management, security engineering, training and assessments. We take appropriate steps to address online security, physical security, risk of data loss and other such risks taking into consideration the risk represented by the processing and the nature of the data being protected. Also, we limit access to our data bases containing personal data to authorized persons having a justified need to access such information.

### **How Do We Use Cookies and Web Beacons?**

Cookies are small text files that are sent to your computer by a web server. We use cookies to provide benefits to you. Session cookies remember the previous activity performed by you, for example an item you placed in a shopping cart. Persistent cookies are used to save your preferences over multiple sessions, for example personalization of settings on our websites. Cookies may be used to display targeted ads and recommendations, for example to eliminate showing

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the same ads to you multiple times or showing ads that we think are of interest to you based on your past actions on our website. Cookies are also used to determine the effectiveness of our promotions and advertising campaigns and to improve our products and services. Nokia may use web beacons (or "pixel tags") in connection with some of our websites. However, we do not use them to identify individual users personally. Web beacons are typically graphic images that are placed on a website and they are used to count visitors

to a website and/or to access certain cookies. This information is used to improve our services. Web beacons do not typically collect any other information than what your browser provides us with as a standard part of any internet communication. If you turn off cookies, the web beacon will no longer be able to track your specific activity. The web beacon may, however, continue to collect information about visits from your IP-address. Some Nokia websites or applications may utilize so called locally stored objects,

such as Flash local shared objects ("Flash cookies") or HTML5 Web Storage. Locally stored objects are used for similar purposes as cookies but typically may contain a greater amount and different types of data than browser cookies. For example, in Flash you can use the Flash Player Settings Manager to control the storage of local shared objects, including disabling the local shared objects for certain websites only or disabling the storage of local shared objects completely for all websites. Some Nokia websites use third party advertising

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technologies, such as DoubleClick, to serve ads. DoubleClick uses a cookie to collect information about your visits to Nokia and third party websites. This information will be used to serve ads on Nokia and third party websites. The collected information will not be directly personally identifiable nor will DoubleClick share the information with third parties. You may choose to disable the DoubleClick cookie at any time by using DoubleClick opt-out cookie. You may also go to [networkadvertising.org](http://networkadvertising.org) to install an opt-out cookie.

Most browsers allow you to disable or allow the use of cookies. You may also delete the cookies on your computer if your browser so permits. If you disable cookies, you may not be able to use certain parts of our services and you may need to re-install the opt-out cookie.

#### **What Are Your Rights?**

You have a right to know what personal data we hold about you. You have a right to have incomplete, incorrect, unnecessary or outdated personal data deleted or updated. You have a right to request that we stop

processing your personal data for direct marketing or market research purposes. However, if you opt-out from marketing and other communications from Nokia, we may still send you critical alerts pertaining to our products and services or contact you for these purposes.

You may exercise your rights by contacting us through the contact points referred to below. In some cases, especially if you wish us to delete or stop processing your personal data, this may also mean that we may not be able to continue to provide the

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services to you. Please note that Nokia may need to identify you and to ask for additional information in order to be able to fulfill your request. Please also note that applicable law may contain restrictions and other provisions that relate to your rights.

We encourage you to use available profile management tools, for example Nokia Account for the above purposes as such tools often provide you with direct access to your personal data and allow you to effectively manage it.

### **Who Is The Controller of Your Personal Data?**

Nokia Corporation of Keilalahdentie 4, 02150 Espoo, Finland is the controller of your personal data.

In addition, the Nokia affiliate providing the product or service may be a controller of your personal data. You may find the identity of the controller and its contact details by reviewing the terms and conditions of such a product or service or by using contact information provided in the applicable Nokia websites.

In matters pertaining to Nokia's privacy practices you may also contact us at:

Nokia Corporation  
c/o Privacy  
Keilalahdentie 4  
02150 Espoo, Finland

### **US Safe Harbor Privacy Framework**

Nokia Inc., 102 Corporate Park Drive, White Plains, NY 10604 USA adheres to the EU-US/ Swiss-US Safe Harbor Privacy Principles of Notice, Choice, Onward Transfer, Security, Data Integrity, Access and Enforcement, and is registered

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with the U.S. Department of Commerce's Safe Harbor Program. If you have questions or concerns about Nokia's participation in the Safe Harbor Framework, please contact:

Nokia Inc.,  
102 Corporate Park Drive,  
White Plains, NY 10604 USA.  
Attention: Legal Director,  
North America.

If you believe Nokia Inc. has not satisfactorily addressed your data privacy concerns, you may contact the EU Data Protection Panel at: Data Protection Panel Secretariat,

Rue de Luxembourg 46  
(01/126) B-1000 Brussels,  
BELGIUM, or by visiting  
[circa.europa.eu/public/irc/secureida/safeharbor/home](http://circa.europa.eu/public/irc/secureida/safeharbor/home).

### **Changes to This Privacy Policy**

Nokia may from time to time change this Policy or change, modify or withdraw access to this site at any time with or without notice. However, if this Policy is changed in a material, adverse way, Nokia will post a notice advising of such change at the beginning of this Policy and on this site's home page for 30 days. We recommend that you re-visit this Policy from time to time to learn of

any such changes to this Policy.