

# **Consignor Terms of Use & Data Processing Agreement**

Version 2.3

In force from 01.01.2019

## INTRODUCTION

These terms of use, together with a signed offer or order confirmation ("**Order Confirmation**"), constitute the agreement ("**Subscription Agreement**") between the customer's legal entity indicated in the Order Confirmation ("**Customer**") and Consignor's legal entity indicated in the Order Confirmation ("**Supplier**"). The Subscription Agreement governs the Customer's access to and use of the Consignor Platform, and the Supplier's delivery of ancillary goods or services, as further described below.

**This document also governs the processing of personal data carried out by the Supplier in connection with the delivery, and therefore constitutes the contract (Data Processing Agreement) between the Supplier and the Customer as required under the GDPR Article 28 No. 3.**

## 1 THE CONSIGNOR PLATFORM

### 1.1 The Consignor Platform

The Consignor Platform is developed and managed by Consignor Group AS ("**Consignor**") and enables the Customer's employees ("**Users**") to build shipments in one system, with access to one of the world's largest carrier libraries.

The Consignor Platform contains functionality to produce and dispatch shipments, including production of relevant documents, and for electronic booking. The Consignor Platform also offers a range of additional services and functionality that Customers can select from.

### 1.2 New versions of the Consignor Platform

Supplier intends to implement future updates to the functionality of the Consignor Platform; however, Supplier shall be under no specific obligation to do so.

The Customer's right to use an updated version of the Consignor Platform will be included in the Subscription Fee payable.

Supplier may require the Customer to update any software, hardware or other equipment used by Customer, which is no longer compatible with the updated version of the Consignor Platform.

### 1.3 Access to the Consignor Platform

The Consignor Platform is offered to the Customer as Software as a Service by the Supplier, ("**Subscription**"). The Subscription grants the Customer the right to access and use the Consignor Platform, on the further terms set out below. To the extent this is set out in the Subscription Agreement, the Subscription also includes software installed on premises at the Customer's location(s).

The Subscription is offered to the Customer in various plans, which contain different configurations of services, functionality and infrastructure ("**Subscription Plan**"). In addition, the Customer may extend a given Subscription Plan with additional functionality made available as add-ons to the Subscription Plan ("**Add-on**").

### 1.4 Ancillary deliveries

To the extent this is set out in the Subscription Agreement, the delivery also comprises hardware (e.g. label printers), consumables (e.g. labels) and/or other software for use in connection with the Consignor Platform. Unless otherwise set out in the order confirmation, such hardware, software and consumables shall be considered as delivered when they have been physically delivered to the customers address.

Other than the deliverables set out in the Subscription Agreement, the Customer is responsible for procuring all necessary hardware, software, infrastructure, and consumables needed to access and use the Consignor Platform.

### **1.5 Integration with the Customer's back-end system**

The Consignor Platform contains integrations to several back-end systems on the market. The Customer may use such integrations in establishing integrations between the Customer's back-end system and the Consignor Platform, thereby enabling the Customer to access the services offered through the Consignor Platform within the Customer's own system.

The Supplier may provide assistance to the Customer in the implementation of such integrations, on a time and material basis, as further described in the Order Confirmation. The Supplier shall notify the Customer if the estimates in the Order Confirmation cannot be met, for example due to incorrect information provided by the Customer or unforeseeable circumstances.

## **2 THE CUSTOMER'S USE OF THE CONSIGNOR PLATFORM**

### **2.1 Use of the Consignor Platform**

Unless otherwise approved by the Supplier in writing, the Customer may use the Consignor Platform for the Customer's own business purposes only and may not transfer the use of the Consignor Platform to any third party. The Customer shall always ensure that the Customer's use of the Consignor Platform follows all laws and regulations applicable for the Customer's business, including, but not limited to, personal data regulations.

### **2.2 Generation, storage and deletion of Shipment Data**

The Customer's use of the Consignor Platform will generate transaction data about shipments produced by the Customer ("**Shipment Data**"). The Shipment Data will be stored within the Consignor Platform, and the Customer may access the stored Shipment Data e.g. in connection with customer enquiries, search, tracking, reporting and statistical purposes.

The Consignor Platform provides an online toolset, which may be used by the Customer to export and delete Shipment Data. All Shipment Data will be stored until the data is deleted by the Customer, or until the Subscription Agreement is terminated (ref. Section 10.2). The Supplier will not delete any Shipment Data beyond what is set out in Section 10.2.

The Subscription Fee covers storage of Shipment Data in the Consignor Platform, from the current calendar year and the immediately preceding calendar year. For storage of older Shipment Data, the Supplier will charge the Customer an additional storage fee in accordance with the Supplier's general price list.

The Supplier shall ensure that the server(s) on which Shipment Data is stored is mirrored, to protect data against loss in case of server failures etc.

### **2.3 Suspension of the Customer's access to the Consignor Platform**

If the Subscription Fees or other fees due under the Subscription Agreement have not been paid on the due date, Consignor may suspend the Customer's access to the Consignor Platform completely or partly, until all outstanding amounts have been paid.

Further, Consignor may suspend the Customer's access to the Consignor Platform if Consignor suspects that the Consignor Platform has not been used in compliance with the terms of the Subscription Agreement. Consignor may suspend the Customer's access to the Consignor Platform for as long as reasonably required by Consignor to investigate the suspected breach.

The Customer shall not receive any price reduction or refund because of such suspension.

## 2.4 Suspension of old Consignor versions

Consignor may suspend the use of older versions of Consignor software installed on premise at the Customer's location(s), if these versions are causing technical problems for third parties or are out of date per current guidelines or specifications from the supported third parties.

## 3 SERVICE LEVELS

Consignor is committed to meeting a range of defined service level targets for performance and service, encompassing both the Consignor Platform and Customer Service ("**Service Level Agreement**" or "**SLA**").

Consignor offers service plans with different service levels to accommodate different customer needs ("**SLA Plan**"), and service levels are specified for each SLA Plan. The SLA Plan selected by the Customer is identified in the Subscription Agreement.

### 3.1 Definitions

Consignor classifies all enquiries made by customers to Consignor's Customer Service according to the ITIL framework. The following classifications are used:

<b>Incident</b>	An unplanned interruption to an IT service or reduction in the quality of an IT service.
<b>Service Request</b>	A request from a user for information, advice, a standard change or access to an IT service.
<b>Request for Change</b>	The addition, modification or removal of anything that could influence an IT service, and which involves a change to the code.

Further, Consignor assigns a Severity to all Incidents reported by customers. A Severity determines which process, priority and escalation procedure shall be followed until the Incident is resolved. Severity levels are described below.

<b>Severity 1:</b>	With no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations (Business critical web services, API's, portal access).
<b>Severity 2:</b>	With no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.
<b>Severity 3:</b>	Where there is a moderate loss or degradation of services, but work can reasonably continue in an impaired manner.
<b>Severity 4:</b>	Where there is a minor loss or degradation of services, but work can reasonably continue in an impaired manner.

### 3.2 Scope and Exclusions

The scope of the SLA Plans is the *availability* and *performance* of software services hosted by Consignor ("**Consignor Cloud Platform**") and Customer Service.

The SLA does not cover third-party services, such as services provided by carriers integrated in the Consignor Cloud Platform.

Consignor On-Premise and Consignor Drop Zone are installed on customers own infrastructure, and Consignor takes no responsibility for this infrastructure. E.g. Slow internet connections and Wi-Fi distribution might increase process roundtrip.

Enquiries accepted by Customer Service under any of the SLA Plans are Incidents and Service Requests. The SLA does not cover requests for Change; such requests are scoped and priced on a case by case basis unless otherwise agreed in the Subscription Agreement. Consignor reserves the right to decline a request for Change.

### **3.3 Availability of the Consignor Cloud Platform**

Availability of the Consignor Cloud Platform shall minimum meet the guaranteed Server Uptime provided in Table 1 for the applicable SLA Plan.

Consignor provides a catalogue of web services and APIs hosted by Consignor. These web services serve as back-end components for Consignor On-Premise installations, Consignor web applications or the Customer's native business applications.

### **3.4 API Call limits**

To maintain a high level of availability and provide superior quality of service, Consignor limits the API call usage. The limits on the total calls and the rate at which the calls can be made depend on the API.

A Consignor API is subject to request rate limits meaning the subscription level will have a cap on the use of our APIs (e.g. for retrieving data from Consignor Portal). If a Customer exceed the daily limit or otherwise abuse the service, the API may stop working temporarily. If one continues to exceed this limit, the Customer access to the Consignor API may be blocked. If the need for volume increases, one can buy higher limits/upgrade subscription.

### **3.5 Maintenance**

All maintenance of the Consignor Platform is attempted without any disturbances or downtime to the affected services. Planned maintenance that requires downtime is communicated to the Customer minimum 14 days prior to the maintenance.

Consignor has the right to perform emergency maintenance to ensure general availability and adequate security levels of the Consignor Platform within a shorter notification period.

### **3.6 Access and availability of Customer service**

Consignor offers two Customer Service channels:

#### *Help Center*

Consignor Help Center is an online help yourself service, which is available 24/7/365. Help Center is a knowledge base with answers to some of the most frequent Service Requests and Incidents reported by Customers to the Technical Help Desk.

Access to and use of the Help Center is included in the Subscription Fee.

#### *Technical Help Desk*

The Technical Help Desk assists Customers with troubleshooting and resolution of Incidents; fulfils Service Requests and receives requests for Change. The Technical Help Desk is the Customer's initial point of contact at Consignor, unless otherwise stated in the Subscription Agreement.

Customers can access the Technical Help Desk by subscribing to one of Consignor's SLA plans or by paying on a time and material basis.

Incidents, which are found to be caused by an error in Consignor code or infrastructure, will not be charged to the Customer.

Technical Help Desk is available to the Customer during the operating hours and via the channels listed in Table 1 for the applicable SLA Plan. Enquiries may be submitted by email or from within Help Center at any time but will only be processed within the operating hours provided in Table 1.

The Technical Help Desk is operating according to official local bank holiday calendars, unless otherwise communicated on the local Consignor website.

Consignor's Customer Service is provided from our premises via telephone, email or web-based remote access. Use of remote access will not be used without prior approval from the customer.

*Customer Service Contact Details:*

**Email:** [hotline.uk@consignor.com](mailto:hotline.uk@consignor.com)

**Help Center:** <https://consignor.zendesk.com/hc/en-us>

	SLA Go	SLA Plus	SLA Premium	SLA Enterprise
Phone no.	+44 1628 200722	+44 1628 200722	+44 1628 200772	+44 1628 200772

### 3.7 Performance Metrics and Targets

Availability and performance metrics are established for:

- Consignor Cloud Platform
- Customer Service

Table 1 below specifies SLA metrics implemented at Consignor and the targets to be achieved for each metric within the various SLA Plans.

The following acronyms are used:

- BH = Business Hours
- EBH = Extended Business Hours
- CH = Calendar Hours

**Table 1:**

Consignor Cloud Platform					
Metric		SLA Go	SLA Plus	SLA Premium	SLA Enterprise
Availability	Guaranteed Server Uptime	99.0%	99.0%	99.9%	99.9%
Guaranteed Response Time	Server Response Time - Business Critical Single* Transactions	2,000 ms	2,000 ms	1,000 ms	1,000 ms

Customer Service					
Metric		SLA Go	SLA Plus	SLA Premium	SLA Enterprise
Served By	Within Business Days/Hours	Technical Help Desk	Technical Help Desk	Technical Help Desk	Enterprise Help Desk
	Within Business Days/Extended Hours			Emergency Response Center	Emergency Response Center
	Outside Business Days/Extended Hours (incl. Bank Holidays)				Emergency Response Center
Accessible To	Within Business Days/Hours	Any user employed by Customer			
	Within Business Days/Extended Hours			Authorized users	Authorized users
	Outside Business Days/Extended Hours (incl. Bank Holidays)				Authorized users
Language	Within Business Days/Hours	Local**	Local**	Local**	Local**
	Within Business Days/Extended Hours			English	English
	Outside Business Days/Extended Hours (incl. Bank Holidays)				English
Availability	Days	Local Business Days	Local Business Days	Local Business Days	365 days/year
	Operating Hours	Local BH (08:00 - 16:00)	Local BH (08:00 - 16:00)***	Local EBH (06:00-22:00)	24 hours
	Channels available within BH/EBH	Phone, Email, Help Center	Phone, Email, Help Center	Phone, Email, Help Center	Phone, Email, Help Center
	Channels available outside BH/EBH				Phone, Email, Help Center
Guaranteed First Response Time	Enquiries submitted via phone	10 Minutes	10 Minutes	5 Minutes	5 Minutes
	Enquiries submitted via email/Help Center	12 BH	12 BH	8 EBH	4 CH
Target Resolution Time	Incident Severity 1	2 BH	2 BH	2 EBH	2 CH
	Incident Severity 2	4 BH	4 BH	4 EBH	4 CH
	Incident Severity 3	5 Business Days	5 Business Days	3 Business Days	3 Business Days
	Incident Severity 4	30 Business Days	30 Business Days	15 Business Days	15 Business Days
Customer Update Frequency	Incident Severity 1	Every 2 BH	Every 2 BH	Every 2 EBH	Every 1 CH
	Incident Severity 2	Every 4 BH	Every 4 BH	Every 4 EBH	Every 4 CH
	Incident Severity 3	Every 5 Business Days	Every 5 Business Days	Every 3 Business Days	Every 3 Business Days
	Incident Severity 4	Every 15 Business Days	Every 15 Business Days	Every 15 Business Days	Every 15 Business Days
SLA Measurement Period		Calendar Year	Calendar Year	Calendar Month	Calendar Month
SLA Performance Report					Available
SLA Fee					
Price		Time and Material	Fixed	Fixed	As agreed
Monthly time cap included			1 hour	3 hours	As agreed

\* A single transaction refers to one parcel. When measuring response time for multi-transactions or batches, the total response time is calculated by multiplying with number of transactions.

\*\* To the extent the Customer is located in a country where Consignor does not operate a local language Technical Help Desk, the language will be English.

\*\*\* 09.00-17.00 in Sweden

### 3.8 SLA Measurement

Measurement of availability and performance is subject to the following specifications:

#### Consignor Cloud Platform<sup>1</sup>

Server Uptime:	Consignor monitors Server Uptime by submitting regular requests on the Consignor Cloud Platform to check whether the service is alive. The Uptime is calculated as the percent of successful requests from the total number of requests made. Planned maintenance is excluded in calculating Server Uptime.
Guaranteed Server Response Time:	Measured as processing time from start to end at Consignor servers, excluding any third-party services

Successfully meeting these metrics is contingent on full compliance by the Customer with Consignor's system requirements, which are available in [Consignor Help Center](#).

#### Technical Help Desk

Guaranteed First Response Time:	The time elapsed from a customer enquiry is registered received in Consignor's customer service system until the Customer receives a first reply from a Consignor representative by phone or email.
Target Resolution Time:	The time elapsed from an Incident is registered received in Consignor's customer service system until the Customer is notified that the Incident is solved.
Customer Update Frequency:	The time elapsed between each time the Customer is notified by a Consignor representative of the status of a reported Incident until the Incident is solved. Measurement starts from the Incident is first registered in Consignor's customer service system.

For all Customer Service metrics, measurement is calculated as a percentage of all solved enquiries from the Customer that meet the performance target, divided by all solved enquiries received from the Customer over a given period.

The SLA measurement period is provided in Table 1.

## 4 PRICE AND PAYMENT

### 4.1 Subscription Fees

The fee for accessing the Consignor Platform is comprised by an initial Start up Fee and a recurring Subscription Fee (collectively referred to as "**The Subscription Fees**").

The recurring Subscription Fee will depend on (i) the Subscription Plan the Customer is subscribing to, and (ii) the number of parcel IDs generated by the Customer per year ("**Subscription Level**"). The Customer's Subscription Level for the initial Subscription period is indicated in the Order Confirmation. For future Subscription Period, the Customer may request a different Subscription Level.

If the actual number of parcels generated by the Customer during the initial Subscription Period or any additional Subscription Period is higher than the number allowed by the agreed Subscription Level, the Customer will automatically be moved to the next Subscription Level and will be charged in accordance with the Supplier's general price list for such higher Subscription Level.

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<sup>1</sup> Does not apply to on-premise solutions.



The Supplier may increase the Subscription Fee for future Subscription Period.

#### **4.2 SLA Plans and Professional Services**

The price of the SLA Plan that the Customer will be subscribing to is specified in the Subscription Agreement ("**SLA Fee**"). The SLA Plan will follow the Subscription Period unless otherwise stated in the Subscription Agreement.

Professional Services that are not included in the SLA Plan that the Customer is subscribing to, will be invoiced on a time and material basis according to the price list.

#### **4.3 Invoicing and Payment**

All fees under the Subscription Agreement shall fall due upon invoice from Supplier.

Upon receipt of an Order Confirmation, the Supplier will invoice Subscription Fees, and if applicable the SLA Fee, for the initial Subscription Period. Upon each subsequent renewal, the Supplier will invoice Subscription Fee and, if applicable the SLA Fee, for the next period.

Hardware, consumables and implementation services will be invoiced once delivered.

All prices are quoted exclusive of value added tax and other direct taxes that may apply for the deliveries under the Subscription Agreement. The Customer undertakes to pay any applicable taxes in addition to the amounts set out in the Order Confirmation. The Supplier shall include such applicable taxes in its invoices.

### **5 TRANSFER OF THE SUBSCRIPTION AGREEMENT**

The Supplier may transfer the Subscription Agreement to any companies within the Consignor group of companies. The Customer may only transfer the Subscription Agreement with the written approval from the Supplier, which shall not be unreasonably withheld or denied.

### **6 INTELLECTUAL PROPERTY RIGHTS**

#### **6.1 Rights in the Consignor Platform**

The Supplier, or the Supplier's third parties, shall have all intellectual property rights, including, but not limited to copyright and data base rights, in the Consignor software, platform and all individual components used in the construction and operation of the Consignor Platform.

The Customer shall only acquire the limited right to use the Consignor Platform as described in the Subscription Agreement and shall acquire no other rights in the Consignor Platform in its present form or in any future versions of the Consignor Platform. Unless otherwise agreed in writing on a case-by-case basis, this also applies for new functionality developed by Consignor in the Consignor Platform which has been suggested by the Customer or any of the Customer's employees, including developments paid completely or partly by the Customer.

#### **6.2 Rights of Shipment Data**

The Customer shall be the owner of all rights in all Shipment Data processed by the Supplier in the Consignor Platform. The Supplier may only use such Shipment Data to the extent this is necessary to deliver the services described in the Subscription Agreement. All Shipment Data shall be kept confidential and be subject to appropriate technical and organizational measures as set out in Section 7.1 below.

The Supplier shall have the right to use anonymized Shipment Data for developing statistics relating to the services offered through the Consignor Platform, for further development of the Consignor Platform and for any other purpose. The data base rights in the Supplier's data bases containing anonymized data from the

Customer together with anonymized data from other customers, shall remain with the Supplier. Prior to including any Shipment Data in a data base, Supplier shall ensure that any Shipment Data is anonymized in such a way that it is not possible to identify any individual persons.

## **7 PERSONAL DATA PROCESSING**

### **7.1 Processing of Shipment Data**

The Shipment Data which will be transferred to and processed by the Consignor Platform contains personal data pertaining to the Customer's customers. The Customer shall be considered as the controller for any processing of such personal data, and the Supplier shall be considered as a data processor. The Customer shall thus remain fully responsible for the lawfulness of any such personal data processing.

The Customer shall be responsible for deciding when Shipment Data shall be deleted, and for deleting such data as set out in Section 2.2. The Supplier will delete Shipment Data upon termination of the Subscription Agreement, as set out in Section 10.2.

The Supplier shall be entitled to process the Customer's personal data only on documented instructions from the Customer. The Supplier shall hereunder be entitled to process the personal data to the extent this is necessary or the delivery of services under the Subscription Agreement, including, but not limited to, processing for the purpose of data security and investigation of any security breaches. The Supplier shall ensure that persons authorized to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

The Supplier undertakes to keep all Shipment Data confidential from third parties, with the exception of third parties that contribute to the deliveries to the Customer as set out in the Subscription Agreement. The Supplier undertakes to implement appropriate technical and organizational measures to ensure that Shipment Data is protected against accidental or unlawful destruction, loss, alteration, or unauthorized access by any third party.

In the unlikely event that any Shipment Data have been compromised, the Supplier undertakes to inform the Customer without undue delay after becoming aware of the personal data breach. The Customer is responsible for notifying the personal data breach to the competent supervisory authority and to the data subjects, to the extent this is required under the applicable law.

No later than 24 hours after the data breach, the Supplier will send out information about the data breach to all registered users of the Customer. In case non-Consignor-users of the Customer wants to be informed, please sign them up on the Data Security Information Letter: <http://eepurl.com/du6o49>

The Supplier undertakes to assist the Customer by appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of the Customer's obligation to respond to requests from the Customer's customers. The Supplier will make available to the Customer all information necessary to demonstrate compliance with the obligations laid down in this section 7 and allow for and contribute to audits, including inspections, conducted by the Customer or another auditor mandated by the Customer. If this requires delivery of services from the Supplier beyond what is covered by the standard functionality of the Consignor Platform, the Supplier may charge an additional fee in accordance with its standard prices in force from time to time.

If the Supplier is in the opinion that an instruction by the Customer infringes the Personal Data Regulation, the Supplier shall immediately inform the Customer.

The Supplier will be audited once a year by an independent third-party agency as a part of an ISO 27001 certificate and the audit report will be available in the Data Security Information Letter or on request. In addition to this the Supplier offers the Customer the possibility of extended Audits, which are packaged and priced separately. The Supplier is open for audits and physical inspections as per ordered auditing package – please contact your Consignor Account Manager for more information.

The sub-suppliers of Consignor are global cloud-based companies which in nature cannot be audited directly by the Customer but are audited by other representatives. The Supplier undertakes the responsibility to go through and evaluate available audit reports from the sub-suppliers. Audit documentation on sub-suppliers can be forwarded on request.

The Supplier may not use any Shipment Data in any other way than as described in the Subscription Agreement.

The Supplier shall be entitled to employ third party sub-suppliers, such as IaaS (Infrastructure as a Service) suppliers or other third-party technical suppliers, in connection with the operation of the Consignor Platform, and to transfer Shipment Data to such third-party suppliers. The Supplier shall enter contracts with sub-suppliers whereby they agree to adhere to the provisions of this Section 7. If the use of the sub-supplier involves transfer of Shipment Data to a third country outside the EU/EEA, the Supplier shall implement additional security measures, such as the EU Model Clauses.

In the event that the Supplier needs to add or change a sub-supplier for the benefit of carrying out the services of the Consignor Platform, the Supplier will inform the Customer about the changes without undue delay. Changes about sub-suppliers are sent to all Customers that have subscribed to Data Security Information letter on <http://eepurl.com/du6o49>. The Customer holds the right in writing to object against changes in sub-suppliers. Objections against or comments on changed sub-suppliers must be sent to the Supplier within 10 days from receipt of information.

## **7.2 Processing of personal data for which the Supplier is the controller**

In addition to the processing of Shipment Data described above, the Supplier will process personal data pertaining to the Buyers, Users and other Customer personnel who are in contact with the Supplier in relation to the Subscription Agreement. The personal data will be the name and contact details (telephone number, e-mail etc.) of the data subjects, and information about the contact between each data subject and the Supplier.

The processing is done for the purpose of carrying out the service deliveries to the Customer, and for general business development purposes, including sales and marketing. The Supplier is the controller for this processing. The Supplier may transfer the personal data to another company within the Consignor Group, in which case, such other company will become the controller for the processing, in whole or in part.

The processing of such personal data is necessary for the Supplier's deliveries under the Subscription Agreement. The processing of the personal data is also necessary for the Supplier's and/or Consignor's general business operations and business development.

The Supplier and/or Consignor will store the personal data for the period of the Subscription Agreement and any subsequent agreement(s) with the Customer. The Supplier and/or Consignor may continue to store the personal data for a reasonable period thereafter, however the data shall in any event be erased when it is no longer necessary to store the data in relation to the purpose indicated above, unless the Supplier and/or Consignor is legally obliged to continue to store the information in order to fulfil statutory obligations, i.e. under tax rules or accounting rules as applicable from time to time.

The Supplier and/or Consignor will process such data in its CRM, CS, LM and ERP systems. The Supplier and/or Consignor may employ third party data processors, such as IaaS or SaaS suppliers or other third-party technical suppliers, in connection with the operation of such systems. If the use of a data processor involves transfer of personal data to a third country outside the EU/EEA, the Supplier shall transfer the personal data on the basis of the EU Model Clauses or other appropriate safeguards.

Each data subject shall have the right to access its own personal data processed by the Supplier and/or Consignor and shall have the right to request that the data is rectified or deleted under the further conditions set out above.

### **7.3 Data Protection Officer**

Consignor Group has appointed a data protection officer, who can be reached by e-mail:

DataProtectionOfficer@consignor.com

All information regarding data protection will be published online at: [www.consignor.com/data-security](http://www.consignor.com/data-security).

## **8 CANCELLATION POLICY**

The Customer may cancel the delivery of ordered consultancy services, giving no less than 24 hours' written notice to the Supplier prior to the agreed start-up of the services. Any ordered consultancy services cancelled later than this shall be paid for in full by the Customer.

## **9 NON-COMPLIANCE**

### **9.1 Remedy**

Each party undertakes to remedy any breach of contract as soon as possible after receiving a written notification from the other party with a request to remedy.

### **9.2 Payment default**

In case of a payment default by the Customer, the Supplier shall be entitled to receive interest in accordance with the statutory provisions on late payment interest in the legislation of the Supplier's country of incorporation.

### **9.3 Service Credits**

In the event the quality and performance of the Consignor Cloud Platform is significantly lower repeatedly than can be expected by the Customer, the Customer could be entitled to Service Credits. Service credits are offered as credit for future jobs to be done or will be credited on following subscription or SLA invoice. Maximum compensation is 50% of the annual subscription fee.

### **9.4 Liability**

Where one of the parties under the rules of the General Data Protection Regulation has paid compensation to a data subject, the party shall be entitled to claim back from the other party that part of the compensation corresponding to the other party's part of the responsibility for the damage. Consignor shall however be liable towards the Customer for damages caused by personal data processing only where Consignor has not complied with obligations of the General Data Protection Regulation specifically directed to processors or where it has acted outside or contrary to lawful instructions of the Customer. A party shall be exempt from liability towards the other party if it proves that it is not in any way responsible for the event giving rise to the damage.

For other types of damages and any administrative fines imposed upon the other party by a competent supervisory authority, each party shall be liable towards the other party for direct, documented loss caused by the other party's breach of its obligations under the Subscription Agreement. No party shall be liable towards the other party for any indirect or consequential losses, including but not limited to loss of production, loss of profits, loss of data or loss of business. No party shall be responsible for any losses

exceeding the amounts paid by Customer (exclusive of any VAT) under this Subscription Agreement for the 12 months preceding the month in which the breach forming the basis for the claim occurred.

Without limiting the foregoing, Consignor shall not be responsible for the following losses under the Subscription Agreement:

- Additional charges from carrier/freight service suppliers against Customer because of errors in the Consignor Platform
- The difference between the freight costs estimated by the Consignor Platform and the actual freight costs charged by the freight service suppliers
- Any additional costs related to manual work required because of errors or unavailability of the Consignor Platform.

### **9.5 Termination for substantial breach**

Where a breach of contract is substantial, and such breach has not been remedied by the other party within 30 days of a written notice sent from the suffering party, the Subscription Agreement may be terminated in writing by the suffering party. Termination of the Subscription Agreement shall take effect from the date of the termination notice and shall not affect any services already delivered under the Subscription Agreement.

Supplier may terminate the Subscription Agreement with immediate effect due to Customer's payment default if a payment which has fallen due for payment has not been paid 30 days after a written payment reminder is sent to Customer.

## **10 PERIOD AND TERMINATION**

### **10.1 Initial Agreement period and subsequent periods**

The Customer's right to use the Consignor Platform starts on the date indicated in the Order Confirmation and lasts until the end of the initial Period indicated in the Order Confirmation ("**Subscription Period**"). The Subscription Agreement is extended for subsequent Subscription periods of 12 months, unless the Subscription Agreement is terminated by one of the parties at least 30 days prior to the start of a new Subscription Period.

The Customer may also terminate the Subscription Agreement with 30 days' notice during a Subscription Period, however such termination shall not give the Customer any right of repayment of any Subscription Fees already paid by the Customer, including but not limited to any part of the Subscription Fee covering the period after the effective date of the Customer's termination.

### **10.2 Effects of termination**

Following termination of the Subscription Agreement for any reason, the Supplier undertakes to store any Shipment Data for a period of 30 days following the effective date of the termination. During this period, the Customer shall have access to the Consignor Platform and shall be responsible for downloading and storing any Shipment Data. Following the end of the 30-day period, the Supplier reserves the right to delete all Shipment Data without further notices to the Customer.

### **10.3 Notices**

All notices shall be made in writing and sent to the e-mail address as indicated for each of the parties in the Order Confirmation, as amended by the parties from time to time.

#### **10.4 Choice of law and venue**

The Subscription Agreement shall be subject to the laws of the country in which the Supplier is incorporated. The exclusive legal venue shall be the ordinary courts with jurisdiction at the Supplier's registered business address.