



## GENERAL CONDITIONS SAAS2015 SWEDISH SOFTWARE

### General Conditions SaaS2015 for the provision of SaaS-Services issued by Swedish Software

1. Definitions
  - 1.1 "General Conditions" shall mean these general conditions SaaS2015 for provision of the Services.

Customer by the Supplier upon Customer's request in accordance with the specifications in the Agreement.
  - 1.2 "Agreement" shall mean the agreement document SaaS2015 or any other agreement between the parties regarding delivery of the Services, the General Conditions and any other appendices to the Agreement.

1.12 "Services" shall mean the basic Services and the Additional Services.
  - 1.3 "Basic Service" shall mean the software and any equipment made available to the Customer by the Supplier for processing of the Customer's Data in accordance with the specifications in the Agreement.

1.13 "Third Party Product" shall mean software or other solution belonging to another company than the Supplier or another product that in the Agreement is stated to be a Third Party Product.
  - 1.4 "Confidential Information " shall mean the buyer of Services in accordance with what is set out in the Agreement.

1.14 "Change Management" shall mean agreed process for handling changes and amendments to the Agreement.
  - 1.5 "Customer" shall mean the buyer of Services in accordance with what is set out in the Agreement.

2. Scope
  - 1.6 "Customer's Data" shall mean information belonging to the Customer which is exported from database and entered into and stored in the Supplier's system by the Customer via the Services.

2.1 The Services include the number of licenses or other use limitation specified in the Agreement. The Customer is entitled to expand the number of licenses or other use during the term, if and to the extent the parties specially agree to under the Agreement.
  - 1.7 "Supplier" shall mean the supplier of the Services in accordance with what is set out in the Agreement.

2.2 The Services are provided and produced on the Supplier's premises, via the Supplier's system. Observing section 11 Supplier may, unless otherwise agreed in the Agreement, provide the Services or part of the Services from another country. The Services included on-site work at the Customer's premises or similar only after a special agreement between the parties.
  - 1.8 " Service Levels " shall mean the service levels, agreed upon by the parties, for the Supplier's provision of the Services in accordance with the specification in the Agreement.

2.3 According to the Agreement, the parties shall each appoint a contact person in charge of the ongoing cooperation under the Agreement. The parties shall actively cooperate and consult through coordination, which shall not, however, include the performance of the Services.
  - 1.9 "Start Date" shall mean the day when the provision of the Services shall begin in accordance with the Agreement by the Supplier providing the Customer with login information or other instructions in order for the Customer to access the Services.

3. Supplier's obligations
  - 1.10 "Time Plan" shall mean a time plan, agreed upon by the parties, for starting the Services.

3.1 The Supplier undertakes to provide the Services in accordance with the specifications in the Agreement and the conditions set forth therein during the term of the Agreement.
  - 1.11 "Additional Services" shall mean any customization of the Supplier's standard environment, implementation, support, training or other extra services provided to the

- 3.2 The Supplier shall, at its own expense and decision, update and upgrade the software included in the Basic Service to the extent the Supplier deems necessary for the performance of the Services. Additional updates and upgrades can at the request of the customer be provided by the Supplier as an Additional Service if the parties agree to such terms.
- 3.3 The Supplier shall be entitled to engage subcontractors for the performance of the Supplier's undertakings in accordance with the Agreement. The Supplier is liable for the performance of the contractual obligations performed by the subcontractor as if they were performed by the Supplier.
- 3.4 In case Third Party Products are included in the Services, the Third Party Product supplier's terms and conditions be apply in respect of license and use, correction of errors and liability and intellectual property rights instead of what is stated in the Agreement. If the Agreement refers to a Third Party Product regarding the fees, the Supplier may change the fees under the Agreement according to any change made by the Third Party Product supplier. Regarding liability for defects and infringement in intellectual property shall the Supplier's liability be limited to report the defect to the Third Party Product supplier and install by the Third Party Product supplier provided solution unless it leads to an adversely effect on the Services. The Supplier is also entitled to use its right to changes according to section 6 below. The Supplier has no further liability for Third Party Products.
4. Customer's obligations
- 4.1 The Customer undertakes to:
- i) ensure access to such software and equipment according to Supplier's instructions in writing;
  - ii) at all times have access to proper communication services as instructed in writing by the Supplier;
  - iii) take any measures which are the obligation of the Customer according to the Time Plan or otherwise in the Agreement;
  - iv) make sure that the data entered into the Supplier's system is in the agreed upon format and virus-free, and not in any other way capable of damaging or negatively affecting the Supplier's system or the Services;
  - v) immediately hand over any information or documentation
- regarding the Services which the Supplier explicitly requires;
- vi) follow the Suppliers instructions for the use of the Services as provided from time to time; and
  - vii) reasonable assist the Supplier and in any other respects take any necessary actions that are reasonably required in order for the Supplier to fulfill its obligations under the Agreement.
- 4.2 The Customer shall actively work to ensure that the Services can be performed as intended and shall continually and without delay provide the Supplier data and documentation that the Supplier requests from time to time in order to carry out the Services and otherwise comply with the Suppliers instructions and control and approve such documentation provided by the Supplier.
- 4.3 The login information and other instructions provided to the Customer by the Supplier in accordance with section 5 shall be kept in a secure manner by the Customer in accordance with section 15 below. The Customer is responsible for that login information and other instructions are only distributed to duly authorized users. The Customer undertakes to immediately notify the Supplier if an employment ceases for an employee holding login information or other instructions or if anyone else has or is suspected to have unauthorized access to login information or other instructions. The Customer is responsible for its user's use of the Service.
- 4.4 The Customer is aware that the Services are only to be used for legal purposes and the Customer undertakes to indemnify the Supplier against all claims from any third party towards the Supplier on account of the Customer's use of the Services in violation of this provision, including but not limited to claims regarding infringement of third parties' intellectual property.
5. Start of the Services
- 5.1 The Supplier shall provide the Customer with the Services from the Start Date by providing the Customer with the login information and other instructions. The Start Date occurs when the Supplier has made the necessary login information and other instructions for accessing the Services available to the Customer without any special approval from the Customer. Additional Services can be made available at a separate time if agreed between the parties in the Time Plan. This shall not affect the Start Date.

6.	Changes and additions		
6.1	If the Customer, after the Agreement has been made, wishes to make changes and/or additions to the Services, the Supplier shall be entitled to, provided that the Supplier accepts such changes and additions, make reasonable changes in fees, Start Date, Time Plan, Service Levels, or other reasonable changes to the Agreement caused by the Customer's request.	7.3	The fees in the Agreement are stated excluding value added tax, taxes and other fees.
6.2	Unless otherwise stated, the contact persons designated under section 2.3 above shall be entitled to decide on changes regarding the process for Change Management.	7.4	If the Customer is in delay with the payment of the fees indicated above, the Supplier is entitled to withhold its performance under the Agreement until full payment is made. Furthermore, section 18 applies.
6.3	The Supplier shall be entitled to make changes in the Basic Service or the provision of the Services without prior notice to the Customer. If such change has a negative effect on the Customer's use of the Services, the Supplier notify to the Customer no later than three (3) months prior to the change. The Customer is entitled to terminate the Agreement if the change implies such material negative effects for the Customer. Such termination shall be notified with thirty (30) days' notice and the termination shall enter into force on the day specified in the termination notice, which at the earliest shall be the day when the change comes into force and no later than three (3) months thereafter.	7.5	If, during the term of the Agreement, there are any changes in laws, decisions of authorities, decisions on new or changed taxes or public fees or if the practice of the courts in any respect affects the provision of the Services, the Supplier is entitled to raise the fee for the Services in order to cover the Supplier increased costs.
6.4	After written approval by the Supplier in accordance with the Change Management process the Supplier may, upon request, provide Additional Services outside the scope of the Basic Services. The Customer shall pay fees and costs to the Supplier for such Additional Services. Unless the Supplier notifies otherwise, the Additional Services shall be provided on a time and material basis according to the agreed hourly rates. In case no hourly rates have been agreed, remuneration shall be paid according to the current price list. The Agreement shall apply for Additional Services. If the Supplier exercises its right to change the Basic Service according to Section 6.3, the Supplier may at the Customers request, make necessary changes of the Additional Services at Customer's cost under the terms of this section.	7.6	If the Supplier is incurred with additional work or additional costs due to circumstances that the Customer is liable for, the Supplier is entitled to remuneration of such costs in accordance with the Supplier's from time to time applicable price list.
		7.7	Unless otherwise specified in the Agreement the Supplier is entitled to annually change the agreed fees in accordance with the equivalent change of Statistics Sweden's Labour Cost Index for section J ("LCI") (Sw. SCBs Labour Cost Index för näringsgren J) from the time of entering into the Agreement or, if the fees already have been adjustment under this section, from the time of the last adjustment. The basis of indexation will be the first quarter of the year the Agreement was entered into.
		8.	Support and maintenance
		8.1	The Customer is aware and accepts that the Services will be unavailable from time to time due to planned or unplanned shutdowns for necessary service and maintenance of the Services and/or the Supplier's system.
		8.2	Unless otherwise agreed, the Supplier undertakes to notify the Customer within reasonable time before a planned shutdown of the Services and the Supplier's system takes place.
7.	Price and payment		
7.1	The Customer shall pay the fees specified in the Agreement. In the event the agreement does not specify remuneration, the Customer shall pay the price set out in the Supplier's from time to time applicable price list for the provision of services.	8.3	The Supplier shall make reasonable efforts in order to minimize the time for shutdowns of the Services and or the Supplier's system as well as any disturbance this might cause in the Customer's business.
7.2	The terms of payment are specified in the Agreement. Different terms of payment may be applicable for implementation (consulting		

9.	Liability for faults and delay	Customer, another customer to the Service or Supplier.
9.1	The Services shall be provided in accordance with the Service Levels stated in the Agreement.	9.6 The Supplier's responsibility in accordance with section 9 is applicable only if:
9.2	If the Services do not meet the agreed upon Service Levels, the Customer is entitled to a deduction of the fees for the Services in accordance with the Agreement (Service Level Penalty). If the parties have specifically agreed upon such Service Level Penalty, the Customer shall not be entitled to any other remedy due to delay in or non-delivered Services, unless intent or gross negligence is at hand. The Service Level Penalty is limited according to what is specified in the Agreement. If no percentage rate is specified, the Service Level Penalty is limited to fifteen (15) % of the monthly fee for the Basic Service.	<ul style="list-style-type: none"> <li>i) the Customer notifies the Supplier if the defect in the Services within thirty (30) days after the Customer became aware of or should have become aware of the defect; and</li> <li>ii) the Customer provides the Supplier with the data necessary for the Supplier to analyze and reproduce the defect.</li> </ul>
9.3	If there is a defect in the Services that the Supplier is liable for and which Service is not subject to a specific Service Level, the Supplier undertakes to, as soon as the circumstances so require, considering the nature of the defect and any other circumstances, at its own expense rectify the defect.	9.7 This section 9 constitutes the Supplier's only obligations due to defects and delays in the Services.
9.4	If the parties have not specifically agreed upon such Service Level Penalty, the Customer shall be entitled to a reasonable deduction of the fees for the Services during the period the reduced Service Level remains.	10. Intellectual Property Rights
9.5	The Supplier's obligations in accordance with section 9 are only applicable if the Customer has met all the undertakings stated in section 4 above. Further, the Supplier is not liable for deficient fulfillment of agreed requirements if the deficiency is directly or indirectly caused by:	10.1 The Supplier and/or the Supplier's licensor holds all rights, including all intellectual property rights, to the Services and therein included software, including but not limited to patents, copyrights, design rights and trademarks. Nothing in this Agreement shall be interpreted as a transfer of such rights, or part thereof, to the Customer.
<ul style="list-style-type: none"> <li>i) the Customer or circumstances for which the Customer is responsible;</li> <li>ii) interruption of communications services;</li> <li>iii) planned shutdowns of the Services due to maintenance and support of the Services and/or the Supplier's system;</li> <li>iv) circumstances which the Supplier has not reasonably been able to avoid, including, but not limited to, force majeure in accordance with section 16 below, viruses and other external attacks; or</li> <li>v) interruption or change in the Service undertaken by Supplier due to a risk that the provision of the Service is causing damage which is more than minor for</li> </ul>	10.2 The Supplier agrees to indemnify the Customer from any claims by a third party based on the Customer's use of the Services, or part thereof, in Sweden and in other countries agreed upon by the parties in writing, infringing any such third party's intellectual property rights. The Supplier's obligations in accordance with section 10 are subject to the Customer having used the Services in accordance with all conditions set forth in the Agreement.	10.3 The Supplier's obligation to indemnify under section 10 only applies provided that the Customer:
		<ul style="list-style-type: none"> <li>i) without undue delay notifies the Supplier in writing of the claims brought against the Customer;</li> <li>ii) allows the Supplier to control the defense and solely to decide in all related settlement negotiations; and</li> <li>iii) acts in accordance with the Supplier's instructions and cooperates with and assists the Supplier to the extent reasonably requested by the Supplier.</li> </ul>
		10.4 Subject to the conditions under sections 10.2-10.3, the Supplier shall indemnify the Customer for such damages, liabilities, costs or expenses awarded in a final judgment or

	settlement which has been approved in writing by the Supplier.		
10.5	If it is finally determined that there is an infringement of a third party's intellectual property, the Supplier shall at its own discretion:		
	i) procure for the Customer the right to continued use of the Services;		
	ii) modify the Services so that they do not infringe;	11.6	Customer's Data containing personal data shall also be subject to sections 12 and 19 below.
	iii) replace the Services, or part thereof, with an equivalent service which does not infringe; or		
	iv) cancel the Services and repay the fees that Customer has paid for the Service without interest with deduction of any reasonable benefit the Customer might have had from the Services.	12.	Customer Data
10.6	Section 10 constitutes the entire obligation of the Supplier towards the Customer with respect to any infringement in a third party's intellectual property rights.	12.1	The Customer shall have all rights to, and be the owner of, Customer Data and no rights or ownership of Customer Data, or part thereof, shall be transferred to the Supplier under this Agreement. Supplier may during the agreement term use Customer Data for the provision of the Services to the Customer. Supplier may also during the agreement term and thereafter use Customer Data in aggregated form without specific data being distinguishable, for uses in statistics and product development.
11.	Personal Data		
11.1	To the extent the Supplier processes personal data on behalf of the Customer, the following shall apply. The Customer, as data controller, is responsible for that the processing of personal data is in accordance with applicable legislation. The Supplier is a data processor. The Supplier or the staff working under his supervision, may only process personal data in accordance with the Agreement and the written instruction agreed upon with the Customer.	12.2	Unless otherwise provided for in the Agreement the Supplier is entitled to remuneration for the work with transferring of data to the Customer during the term of the Agreement in accordance with the Suppliers current price list at the time for the transfer for corresponding services.
11.2	The Supplier undertakes to take the agreed technical and organizational measures to protect the personal data processed.	13.	Liability
11.3	Supplier may undertake such other or additional measures brought on by changes in law or statute, or that follows from government authority decisions. Supplier shall allow audits from authorities where provided for in law.	13.1	The Supplier is, within the limitations stated below, liable for the damage that the Supplier has inflicted on the Customer by negligence in the performance of the Services. The Supplier is not liable for damage incurred by a Third Party Product.
11.4	Supplier is entitled to reasonable compensation due to measures or inspections pursuant to section 11.3 above.	13.2	The Supplier shall in no event be liable to the Customer for the loss of profit, revenue, savings or goodwill, losses due to service outages or loss of data, the Customer's obligation to compensate a third party or any other indirect or consequential damage of any kind.
11.5	The Supplier may, for the processing of personal data in the, use subcontractors ("subprocessors") in which case the Supplier, on the Customer's behalf and on terms corresponding to the terms herein, shall enter into agreements on the processing of personal data with the subcontractors, in which the subcontractors undertakes to comply with the provisions in this section 11 including the	13.3	The Supplier's aggregate and total liability under this Agreement in respect to one or more events or series of events (whether related or unrelated) shall under no circumstances exceed fifteen (15) % of the yearly fee for the Basic Services.
		13.4	Section 13 shall not apply to the Supplier's obligations regarding infringement of

	intellectual property rights in accordance with section with section 10.		five (5) years after expiration or termination of the Agreement.
13.5	The Customer shall, in order to not lose his right, make claims for damages no later than three (3) months after the Customer discovered or should have discovered the basis for the claim, but no later than six (6) months from the damage occurred.	16.	<b>Force Majeure</b>
14.	<b>Declaration of rights</b>	16.1	If the fulfilment of the Agreement is completely or partially hindered, or materially impeded, by circumstances beyond a party's reasonable control or by labour dispute, a party shall be released from non-compliance in undertaking an obligation for the time the hindrance persists, subject to the party who cannot fulfil an obligation without undue delay giving notice to this effect to the other party. The same shall apply to errors or delay in services or delivery from subcontractors due to circumstances within the remit of this section. If the discharge of the Agreement is hindered for more than six (6) months, party may give notice to terminate the Agreement. In case of such termination, the Supplier shall be entitled to compensation in accordance with the Agreement for work performed and necessary substantiated costs.
14.1	The party providing material is responsible for ensuring that the party has obtained the necessary rights for the relevant use from the right holder.	17.	<b>Term of the Agreement</b>
15.	<b>Confidential Information</b>	17.1	The Agreement enters into force when the Agreement is signed by both parties and remains in force during the term specified in the Agreement.
15.1	Each party undertakes not to, without the prior written consent of the other party, disclose to a third party such information regarding the other party's business that may be regarded as trade secret or professional secret or any other confidential information that is subject to confidentiality according to law ("Confidential Information"). For purposes of clarity, information stated to be confidential, and Supplier's price information, shall always be considered as Confidential Information. A party's undertaking of confidentiality in accordance with section 15 shall not apply to Confidential Information which:	18.	<b>Termination</b>
	i) is already known by the recipient when received;	18.1	In addition to what is provided for by the Agreement, a party has the right to, by giving written notice to the other party, terminate the Agreement with immediate effect or at the date specified by the terminating party if:
	ii) is or has become publicly available or known other than by breach of this confidentiality obligation by the receiving party;	i)	the other party has committed a material breach of the Agreement and has not fully rectified the same within thirty (30) days after written notice thereof;
	iii) the receiving party has received in a permissible way from a third party that is under no obligation of confidentiality in relation to the other party; or	ii)	the other party is declared bankrupt, enters into liquidation, suspends its payments or if it otherwise reasonably can be deemed to be insolvent; or
	iv) the receiving party is obliged to make publicly available due to a court order, a decision by a public authority or as otherwise required by law.	iii)	the other party becomes subject to company reconstruction, however with such mandatory limitations provided for in law.
15.2	A party is liable for its employees' and consultants' respective compliance with the provisions stipulated herein and shall through confidentiality obligations with these or other appropriate measures ensure that the Agreement's confidentiality is observed.	18.2	In the event of termination as set out above the Customer shall not be entitled to recover any excess amount of the advance fee paid or any other costs relating to time after the termination of the Agreement.
15.3	A party's undertaking of confidentiality under the Agreement shall be valid during the term of this Agreement and continue for a period of		

19.	Winding up	21.4	The Agreement may not be assigned to a third party without the other party's prior written approval. The Supplier is however entitled to assign the Agreement to a third party in connection with transfer of the Supplier's business or a part thereof and to companies within the same group as the Supplier. The Supplier is further entitled to assign its right to receive payment to a third party.
19.1	Supplier shall in Customer's request at the termination or expiration of the Agreement provide Customer, or such third party as Customer appoints, a copy of Customer Data. After Customer's receipt of a copy, Supplier shall destroy or anonymise Customer Data. If the Customer does not request a copy, the Supplier shall destroy or anonymise the Customer Data sixty (60) days after the termination or expiration of the Agreement at the earliest and twelve (12) months after the termination or expiration of the Agreement at the latest. For avoidance of doubt shall anonymized data not be considered Customer Data.	22.	Disputes and governing law
19.2	The Supplier shall have the right to compensation for work done in accordance with Section 19.1 above, based on the Supplier's price list for corresponding services at the time of the transfer.	22.1	This Agreement shall be governed by and construed in accordance with Swedish law with exclusion of its conflict of law rules.
20.	Notices	22.2	Any dispute arising out of this Agreement shall be settled by the court where the Supplier has its legal domicile.
20.1	Termination or other notifications shall be made by messenger, registered letter or electronic message to the parties' appointed contact persons' addresses as specified in the Agreement or as changed later by written notification to the other party.	22.3	If any disagreements arise between the parties regarding the Services, party may submit the matter to the decision of a by the föreningen Swedish Software specially appointed committee for mediation. If the matter has been referred to the board by either party, the parties are precluded for a period of two (2) months from the referral to try the issue elsewhere. The costs of mediation shall be divided equally between the parties.
20.2	The notification shall be deemed to have reached the recipient:	22.4	The Supplier shall, without prejudice to section 22.3 above, at its own option be entitled to apply to general court or enforcement service for the recovering of overdue claims for remuneration for which the other party has not raised a written complaint within seven (7) days from the due date for the current claim.
	i) if delivered by messenger: at the time of delivery;		
	ii) if sent with registered mail: two (2) days after delivery by post;		
	iii) if sent as electronic message: upon the receipt when the electronic mail has reached the electronic address of the recipient.		
21.	Miscellaneous		
21.1	In case of any inconsistency between the Agreement's main documents and appendices and these General Conditions, the Agreement and its appendices shall prevail.		
21.2	The Agreement forms the parties' entire understanding of all the questions in the Agreement. All written or oral representations or warranties prior to the Agreement are replaced by the Agreement.		
21.3	Any amendment or modification to the Agreement must, in order to be binding, be issued in writing and signed by both parties.		