

# General Terms of Membership

## TrueLink A/S

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### 1. Acceptance of terms

Membership of the TrueLink portal is established by registration through [www.truelink.dk](http://www.truelink.dk) or through an authorized TrueLink partner. It is assumed that the Member holds a CVR (Central Business Register) number.

The registration requires acceptance of these terms by ticking the box "Accept Conditions and Terms".

### 2. Scope and use of membership

Membership of the TrueLink Portal provides access to a free right of use for TrueLink A/S' (TL's) dispatch system and free download of specific invoice reception modules, free download of the TrueLink client, and access to free support.

Moreover, Members have access to a number of standard services against payment, and according to TL's terms of sales and delivery for TrueLink services.

### 3. Duration and termination of membership

The membership enters into force upon the Member's receipt of the confirmed, electronic receipt that includes the Member's user-ID and password.

Membership runs until terminated by the Member by contact to [kundecenter@truelink.dk](mailto:kundecenter@truelink.dk), or terminated by TrueLink A/S with 6 months' notice.

Any unused tickets will not be reimbursed on termination of membership.

### 4. Member data

The Member has full ownership of his data within the system.

Member data is at his disposal "at any time the current year" + 10 preceding calendar years. Subsequently, data will be deleted without further notice.

### 5. Member obligations

The Member is required to store user-ID and password at least in the same secure manner as the Member treats other company-confidential information. Thus the Member is responsible for unauthorized use of the system on behalf of the Member, but also for third party's unauthorized use, provided that such use is based on the Member's lapse in security.

The member is furthermore responsible for compliance with third party intellectual property rights when uploading / using images used on TrueLink's systems.

### 6. Operational stability

TL seeks to maximize operational stability for the Members, but is not responsible for operating interruptions outside TL's control, including power failure, errors in telecommunication connections or other technical matters outside TL's sphere of influence.

### 7. Support

Members have access to free support all workdays within the period specified on the site.

TL reserves the right to refuse a request as support if the request has the nature of training, consultancy or other time-consuming nature. That type of request will be offered as payable assistance at normal terms.

Changes in membership which require changes with TL or a TL Partnership will be chargeable, cf. [www.truelink.dk](http://www.truelink.dk). One example of this type of enquiry is change of CVR (Central Business Register) number.

### 8. Service windows

Members are kept informed of service and maintenance at [www.truelink.dk](http://www.truelink.dk).

Here Members will be able to see when the system is closed for use, as well as TrueLink's general operating status.

TL bears no responsibility for any such service interruptions.

### 9. Documentation and guidance

TL has prepared the documentation and guidance, find it at [www.truelinkdk](http://www.truelinkdk).

### 10. Changes

TL is entitled to make improvements and changes in the TrueLink Portal and the underlying software.

Changes in the range of products and services will be announced at [www.truelink.dk](http://www.truelink.dk).

### 11. News and update e-mails

By accepting these conditions, the Customer is registered to receive news and update e-mails from TrueLink. The Customer can at any time unregister through the link at the bottom of the news and update e-mails.

### 12. Rights

TL has all rights to the TrueLink portal, its appendices and all underlying software.

By this agreement, the Members are granted only a limited, non-exclusive right of using the available software, regardless whether it can be downloaded free of charge or against payment. Thus the Members are under obligation to observe the current license terms connected with the downloaded software.

### 13. Responsibility

TL is, within the limits set by the present conditions, responsible according to the general provisions of Danish law on losses incurred as a result of defects and negligence, but not for errors in software.

TL is not responsible for indirect losses, consequential damage, damage due to computer virus, operating losses, loss of data, or costs connected with their re-establishment and loss of profits.

TL's total liability for damages under these conditions is limited to an amount of DKK 20,000.

TL assumes product liability under current mandatory legislation in this regard. Beyond this, TL assumes no product liability.

### 14. Other terms

By accepting these terms, the Member accepts that the company's name is disclosed in the functionality "Search for other companies" - a functionality that is only accessible for TrueLink Members.

### 15. Confidentiality

The parties shall to the usual extent observe professional secrecy for matters that are not generally known.

### 16. Force majeure

Neither Party is liable for breach of contract, if the breach is due to circumstances, which neither Party could have anticipated at the entering of the agreement, including strikes and lock-outs.

### 17. Data protection

Information about the Member shall be stored and/or transferred in strict accordance with TrueLink [Privacy policy](#).

To the extent that the Member transmit documents with personal data through TrueLink, the member become the Data Controller and TL will therefore act as data processor in accordance to the [Data Processing Agreement](#) at TrueLink's website.

### 18. Disputes

This agreement shall be subject to Danish law, and any dispute shall be settled at the venue determined in TL's articles of association.