

Trukks - End user agreement - 2024

Use of Trukks AB's provided services according to the conditions below.

The software from Trukks - 'suite of efficiency' is also referred to below as the "software" and refers to all business components/modules that Trukks AB provides for your business.

Trukks AB

Trukks AB is located in Sweden with organisational ID: 559207-5765 and VAT number SE559207576501.

Prices

Trukks AB consulting services are charged according to the current price list.

Trukks AB has the right to increase the price of services provided by a maximum of 5% annually.

Suite of efficiency

Trukks software provided also referred to 'suite of efficiency' with associated active users.

The software means all modules of the Trukks software - 'suite of efficiency' your company has ordered from Trukks AB.

Right of use

You own the right to use the software through active users, where each active user has access to ordered modules.

Backup

Backup routines of your company data are included as long as this takes place in Trukks AB's provided hosting environment. Normal backup is taken daily and saved for 10 days. If more comprehensive backup routines are needed this is offered separately.

Support basic

The person with you who is designated as "Trukks super-user" has access to support for simpler questions.

Support basics is based on a maximum of 5 support cases per month and a maximum of 15 minutes/case.

Mail support via support@trukks.se is provided free of charge every day of the week.

Terms of payment

All services are billed with payment terms of 30 days from work performed, unless other is agreed. For more extensive assignments, monthly charges are made per hours worked.

Ownership

- Your company own and have full rights to all data stored in the software and belonging to your companies Trukks-instance
- Your company own the right to use the software via active users

Trukks responsibility

- Responsible for the software being available for use
- Responsible for ensuring that your entered and saved data is stored over time and according to the agreed backup level
- Responsible for ensuring that your data remains only your data

Your company responsibility

- Responsible for what type of data saved in the software
- Responsible for limiting unauthorized use of the software through more secure user passwords
- Responsible for ensuring that devices (phones, tablets, computers, etc.) that are logged in to the software are not given access to unauthorized persons



- In cases where data is saved in the software that is covered by personal data, responsibility for maintaining the current personal data legislation is shared responsibility where Trukks AB's role is to support your company with needed services so that GDPR legislation can be complied to

Termination

- Your company have the right to terminate the agreement with Trukks AB at any time and request all data belonging to your environment. The agreement then expires from the following month. The data must be handed over to you within 90 days in Excel
- Unpaid invoices result in immediate termination of the end user agreement and/or reduction of access to the software from the following month
- Trukks notice period against you is 18 months. If Trukks terminates the end user agreement, all data belonging to your Trukks instance must be handed over as agreed, but no later than 20 months after the termination date

Services provided by Trukks AB

Trukks offered services and software are continuously updated every time a new service is launched or changed. This end user agreement is updated annually with new or updated definitions.