



Januar 2018

## **Ajour System A/S general terms and conditions**

*Ajour System A/S general terms and conditions apply to all services provided by Ajour System if there are no other written agreements that deviate from this.*

### **1. Conclusion of agreement**

The order is carried out in accordance with the written agreement in the form of submitted offers / order confirmation or other written agreement.

### **2. Duration of the Agreement**

The agreement can be terminated by the customer with a notice of current month + 1 month before the start of a new subscription period. Ajour System cannot terminate the agreement with the customer, as long as it meets its payment obligations.

### **3. Prices**

Ajour System is entitled to alter the prices of subscriptions and hosting services with a notice of 3 months. For third-party products, such as software, hardware and accessories, Ajour System is entitled to make price increases, if it can be shown that the price of these products has increased in the period from the offer given, to the order is delivered.

### **4. Hosting and operation of the system**

Ajour System and data is stored in a reliable environment in our professional hosting centre, with secure Internet connections, access control, power, cooling, monitoring and backup.

There are performed a daily backup of the system to an external server and location of the corresponding professional hosting centre with a 7-day rolling of all data.

### **5. System update and bug fixes**

Ajour System continuously updates the system with new features, changes and possible bug fixes so that the system maintains its functionality.

### **6. Hotline support**

As part of the service Ajour System performs hotline support, unless otherwise agreed.

Support questions are sent to e-mail [support@ajoursystem.dk](mailto:support@ajoursystem.dk) or support phone tel. +45 7020 0409, which is open weekdays between the hours 8:00 and 16:00 central European time.

### **7. Payment terms**

Subscriptions and hosting of server space is pre-paid annually and the first time at the conclusion of the agreement. Possibly acquisitions during the subscription period will be invoiced for the period from order until the next anniversary for the subscription period.

Ajour System receivables are billed under the agreement, but no later than upon delivery.

Unless otherwise specified, payment must be made within 14 days after receipt of invoice and by subsequent payment, default interest of 2% per Month started.

If Ajour Systems receivable has not been paid immediately after the second payment reminder, or within 14 days after the due date, Ajour System is entitled to stop all deliveries and services, including hosting services and access to use the Ajour System.

## **8. Responsibilities**

The customer agrees that Ajour System cannot be held liable for consequential loss or other indirect losses (loss of data is considered indirect loss), or for any delay caused by lack of connection or poor communication with the server, server crashes, power failures, etc. (not exhaustive). Warranty and complaints of hardware and accessories supplied by Ajour System, follow the manufacturer's warranty and warranty conditions. Ajour System has no responsibility for third-party programs or software available on this hardware, as it is outside the Ajour Systems responsibility to provide support to these programs or setups of functions for telephony, mail, calendar, etc.

## **9. Copyright**

Ajour System has all the rights to the Ajour system, applications and programming, including copyrights. The customer only acquires the right to use these during the subscription period. Ajour System reserves the right to use the data anonymously for statistical and similar purposes.

## **10. Cookie and privacy policy**

When you visit our website, we collect information about you, which we use to customise and enhance our content and to increase the relevance of the ads displayed on the page. If you do not want us to collect information, you need to delete your cookies and avoid any further use of the website. We have explained below which information we collect, its purpose, and which third parties have access to it.

Ours website uses "cookies", i.e. a text file that is stored on your computer, mobile or similar with the aim of recognising it, remembering settings, producing statistics and customising ads. Cookies cannot contain harmful codes such as a virus. It is possible to delete or block cookies.

If you delete or block cookies, ads may become less relevant to you and repeat more frequently. You may also find that the website does not function optimally or that you cannot access certain parts of the content.

The website contains cookies from third parties:

- Google Analytics
- PiWiK Analytics
- MyFonts Counter
- Facebook

## **Personal information**

Personal information is any kind of information that in some way can be related to you. When you use our website, we collect and process such information. It happens, for example, when you access content, register for our newsletter, participate in competitions or surveys or register as a user or subscriber, when you otherwise use our services or make purchases via the website.

We typically collect and process the following types of information: a unique ID and technical information about your computer, tablet or mobile phone; your IP number, your geographic location, and which pages you click on (interests). To the extent you give your explicit consent and personally enter the information, we also process: name, telephone number, e-mail, address and payment details. This typically happens when you create a login or make a purchase.

## **Security**

We have taken technical and organisational measures to ensure that your personal information is not accidentally or illegally deleted, published, lost, compromised or disclosed to a third party, misused, or otherwise treated in violation of the law.

## **Purpose**

Personal information is used to identify you as a user and to present you with ads which have the greatest relevance for you; to register your purchases and payments, as well as providing the services you have requested, such as forwarding a newsletter. In addition, we use the information to optimise our services and content.

## **Storage period**

The information is stored for the duration permitted by law, and we delete it, when it is no longer required. The duration depends on the nature of the information, and the reason why we store it. It is therefore not possible to state a general rule for when the information is deleted.

## **Disclosure of information**

Data about your use of the website, including the ads displayed and any you may click on, geographic location, gender and age group, etc. is disclosed to third parties to the extent that this information is available. You can read which third parties receive the information in the section on "Cookies" above. The information is used to customise ads.

In addition, we use a number of third parties to store and process the data. They exclusively process the information on our behalf and may not use it for their own purposes.

Disclosure of personal information such as name and e-mail address will only take place if you give your consent. We use data processors solely from within the European Union or from countries that can adequately safeguard your information.

## **Access and complaints**

You are entitled to know which personal information we process about you. In addition, you can always object to the use of your information. You can also recall your consent to the processing of information about you. If the information being processed about you is incorrect, you are entitled to have it corrected or deleted. Enquiries to this effect should be addressed to: [support@ajoursystem.dk](mailto:support@ajoursystem.dk). If you wish to complain about our processing of your personal information, you can also contact [the Danish Data Protection Authority](#).