

General Terms and Conditions for IA companies' occupational health and safety information system

1. Background

- 1.1 These general Terms and Conditions set out the terms of the relationship between Afa Trygg tjänstepensionsaktiebolag with company reg. no. 516401-8615 (The Supplier) and each company or organisation (User Company) that has entered into an agreement for access to the IA companies' occupational health and safety information system (the IA System). Some features of the IA-system may be restricted to User Companies with an active insurance plan with AFA Trygghetsförsäkring and not offered to international affiliates or group companies.
- 1.2 The IA System is provided by The Supplier and its objective is to support the management of work-related injuries and systematic occupational health and safety for companies and organisations in different sectors with the aim of reducing the number of work-related injuries. Through close collaboration with industry organisations and User Companies, the IA System is being continuously developed with the objective of creating an efficient, purpose-driven system for the User Companies.

2. Description of the IA System

- 2.1 The IA System enables User Companies to manage deviations, to link responsible managers to deviations at unit level and to inform safety representatives of incidents and occurrences. Moreover, the IA System enables employees of a User Company to report incidents and occurrences and thereafter track the progress of their report. Modules for risk assessment, investigation, action and follow-up support the process of continuously mitigating the risks in a business. The IA System also supports the proactive occupational health and safety work with modules for managing safety inspections, risk assessments, etc.
- 2.2 Information about anonymised occupational health and safety incidents, their investigation, actions and follow-up are shared with User Companies in the same sector to provide the User Companies with a wider base of information to use in their occupational health and safety practices. The IA System also provides support to User Companies and their employees and safety representatives when filing insurance claims with The Supplier. User Companies can also report work-related injuries to the Swedish Work Environment Authority (Arbetsmiljöverket) and the Swedish Social Insurance Agency (Försäkringskassan). This section (2.2) only applies to User Companies with an active insurance plan with AFA Trygghetsförsäkring.
- 2.3 The IA System can be accessed via a web interface and via the IA mobile app. Users outside of Sweden and/or international User Companies may not have full access to the IA app features (see further in section 5 below).

3. Access agreement and approval of the General Terms and Conditions

- 3.1 The User Company must enter into an agreement with The Supplier to obtain access to the IA System. Such agreement includes an access agreement, a "System User Companies" appendix

(for multiple companies/organisations), these General Terms and Conditions (Appendix 1), a Data Processing Agreement (Appendix 2), IA-system security (Appendix 3) and a Data Distribution appendix (Appendix 4) (only applies to User Companies with an active insurance plan with AFA Trygghetsförsäkring), together referred to as “the Access Agreement”. By signing the Access Agreement, the User Company agrees to comply with the provisions of the Access Agreement applicable from time to time.

- 3.2 The Supplier reserves the right to make amendments and additions to the Access Agreement. Any amendments and additions will be published on <https://iasystemet.se/en/amendments-and-additions-to-the-access-agreements/> thirty (30) days before such amendments or additions come into force, unless the amendment or addition is a consequence of changes in law or other legislative regulation or of a decision by an authority that requires the change to come into force immediately.
- 3.3 If The Supplier makes any amendments or additions to the Access Agreement as stated in section 3.2 above, the User Company is entitled to withdraw from the Access Agreement up to and including the day on which the revised conditions come into force. Notification of withdrawal from the Access Agreement shall be provided in writing to The Supplier. Continued use of the IA System after the expiry date of an option to withdraw means that the revised conditions shall be regarded as having been accepted by the User Company.
- 3.4 In cases where the User Company with an active insurance plan with The Supplier uses the IA System to file insurance claims with The Supplier, the User Company undertakes to comply with, not only these General Terms and Conditions, but also the “General Terms and Conditions regulating use of The Supplier’s “customer web” applicable from time to time. These terms and conditions are available on The Supplier’s website, www.afaforsakring.se.

4. Access rights

- 4.1 Access to the IA System is obtained by The Supplier granting the User Company access rights. First, the User Company is assigned a senior administrator account, created by The Supplier. The senior administrator can then give access rights to employees of the User Company by creating additional internal user accounts for the IA System. The senior administrator may also give access rights to another person who has been authorised by the User Company to represent the User Company as an administrator.
- 4.3 The senior administrator may not grant access rights to the IA System to more people than is necessary for the User Company to be able to use the IA System efficiently. The senior administrator must update access rights that have been granted when personnel changes occur or when access is no longer required.

5. International companies, etc.

- 5.1 The Supplier can also make the IA System available to a User Company’s international affiliates and Group companies upon application. A User Company's international affiliates and Group companies must sign separate access agreements. Users outside of Sweden do not have full access to some of the IA System features, *inter alia* regarding access to personal data.
- 5.2 The Supplier does not directly provide international affiliates or Group companies with IA System support. This is only provided via the User Company with an active insurance plan with The Supplier.

- 5.3 The IA System is provided in English and Swedish. Translations of the IA System into other languages may be implemented on the initiative and at the expense of the User Company. User Companies that provide translations of the IA System agree to the use of the translations by other User Companies and agree that The Supplier has the right to use the translations even after termination of the Access Agreement with the User Company that provided the translation. The Supplier disclaims all and any liability for any loss, damage, costs or expenses incurred in connection with or arising from any inaccuracies, errors or mistakes in translations provided by a User Company.
- 5.4 The Supplier shall ensure that updates to the IA System are also made in the parts of the IA System that are available in other countries and/or are translated into other languages. If updates are made that necessitate adjustments to text in a language other than English or Swedish, it is the responsibility of the User Company that translated the text to make all necessary adjustments to that translated text.

6. Availability

- 6.1 The IA System can normally be accessed 24 hours a day seven (7) days a week . Disruptions may occur, however, and certain features may not be available at times.
- 6.2 The Supplier has the right to shut down the IA System temporarily for maintenance work, updates, etc. The User Company will be notified of any scheduled outages through information published in the IA System, prior to such outage takes place.
- 6.3 The Supplier reserves the right to make changes to the functionality of the IA System at any time with the aim of making the system as efficient as possible.
- 6.4 The Supplier has the right to revoke access to the IA System, temporarily or permanently, for individual User Companies or users who violate the terms of the Access Agreement or who otherwise utilise the IA System for other than its intended purposes.
- 6.5 The User Company is responsible for its own internal support, e.g. with regard to user accounts, organisational data and how the IA System is to be used within the User Company.
- 6.6 Super users may direct support issues to The Supplier. Questions from super users will normally be answered within 24 hours (next non-holiday weekday) by email. Questions via email should be sent to iasupport@afaforsakring.se.

7. Obligations of the User Company and users

- 7.1 The User Company is responsible for ensuring that data entered into the IA System is correct and for ensuring compliance with applicable laws when using the system.
- 7.2 The User Company is responsible for ensuring that all of the User Company's users of the IA System use the system in compliance with the provisions of the Access Agreement. The User Company agrees to make clear to the users who are authorised to access the IA System the purport of the Access Agreement, and:
- a) their responsibility to protect their personal login details for the IA System, and
 - b) the damage or loss which may arise from negligent handling of personal login details.
- 7.3 The User Company has an obligation to continuously review and update granted access rights to ensure that only authorised individuals are given access to the IA System. The User Company is also responsible for ensuring that The Supplier has the correct contact details of the User Company's designated senior administrator.

- 7.4 The User Company has an obligation to continuously register occurrences in the IA System. Registration of occurrences is essential for creating and maintaining the value of the IA System for the companies connected to the system.

8. Data controller

- 8.1 The User Company is the data controller for all processing of personal data carried out on behalf of the User Company in the IA System and the app. This includes processing of personal data when setting up test accounts in the IA System, when the User Company and its users use the IA System and the app (e.g. register and compile personal data) and when providing technical support and configuration help in the IA System. The Supplier assigns the User Company a senior administrator account and the option of creating user accounts with different access rights to the IA System. The Supplier therefore does not have control over which personal data the user enters into the system or the assignment of access rights to the IA System in the User Company. The User Company is responsible for ensuring that all processing of the User Company's personal data in the IA system is carried out in compliance with applicable legislation. As the data controller, the User Company is responsible for providing the Data Subjects with information about the processing of personal data.
- 8.2 The Supplier is the data processor in relation to the processing of the User Companies' personal data as stated in section 8.1, and undertakes to process the personal data in accordance with the law and the instructions of the User Company.
- 8.3 A data processing agreement has been entered into between the User Company and The Supplier (see Appendix 2).
- 8.4 The Supplier is the data controller for the processing of personal data as stated in IA's Data Protection Policy which can be found on <https://www.afaforsakring.se/globalassets/personuppgifter/ia-users.pdf>

9. Confidentiality

With the exception of the right of The Supplier under the terms and conditions of this Access Agreement to use and make available information registered in the IA System, The Supplier and the User Company undertake not to disclose any information about the other Party, its business activities, or the mutual business of the Parties, and information which is to be treated as confidential or could otherwise cause harm to any other party, insured workers, or employers, to any third party or any employee in its own organisation who is not bound by the Access Agreement, other than to the extent required by law. This shall apply during the term of the Agreement and the period after termination or expiry of the Access Agreement. The Supplier and the User Company shall ensure that this obligation of confidentiality also applies to their employees and consultants.

10. Access to the User Company's own registered data

The User Company has access to and is able to export all its registered data in the IA System electronically.

11. Intellectual property rights

- 11.1 The Supplier has all intellectual property rights to the IA System and its infrastructure (including the IA System's information portal). All images, illustrations, logos and trademarks in the IA System and in the information portal are owned by The Supplier or its partners.
- 11.2 The User Company has all rights to all data registered in the IA System by the User Company and its users. The Data Distribution appendix states which data are distributed in the IA System. The User Company is obligated to ensure that data registered for distribution purposes in the IA System do not contain personal data.
- 11.3 The User Company gives the Supplier the right to distribute the material registered in the IA system to other User Companies in the manner specified in Appendix 4. This right also applies during the period after termination or expiry of this Access Agreement.
- 11.4 User Companies have the right to read, copy, print parts or all of the content from the IA System for internal use. Distribution of content outside the User Company is not permitted. All use of the content in the IA System for commercial purposes is prohibited, unless explicitly stated otherwise in these General Terms and Conditions. However, data registered by the User Company may be used by the User Company without restriction.

12. Payment

- 12.1 The IA System is provided free of charge by The Supplier to enable purpose-driven exchange of information with the aim of reducing the number of work-related injuries in the Swedish market.
- 12.2 Upon request of a User Company, the Supplier may, in some cases, perform additional services connected to the IA System. A prerequisite to be able to provide these additional services is that the Supplier, at the time for such provision, has required personnel resources available . All additional services are provided in Swedish in Sweden.

Additional services are charged at the following rates:

- a) Hourly rate of SEK 1,200 for development of unique system solutions, implementation of new language translations, special support for implementation, technical system support etc.
 - b) Fixed fee of SEK 15,000 plus travel and subsistence costs for special training courses for managers, etc. This fee is for a six-hour course.
- 12.3 For SEK 50,000, User Companies may have access to international use of the IA app.
- 12.4 All prices stated here in section 12 are effective for the year 2022 and do not include VAT. Prices are adjusted annually based on the Consumer Price Index (CPI).

13. Limitation of liability

- 13.1 The Supplier is liable only for what is explicitly stated under these General Terms and Conditions or legislation. The Supplier disclaims all other liability for inaccuracies, errors, mistakes or shortcomings in the data that is provided in the IA System. The Supplier shall not be liable for the accuracy, veracity or completeness of the data or for the loss of any data. The Supplier is liable only for faults, delays or shortcomings in the IA System that affect User

Companies and that are caused by the gross negligence or wilful or intentional misconduct of an employee(s) of The Supplier or of another entity for which The Supplier is responsible. The liability is limited to direct loss or damage. The Supplier is not liable for any indirect loss or damage, including, but not limited to, loss of revenue or profits, loss of anticipated savings, etc. Any liability shall be limited to a sum per incident and year equal to the base amount set by the Swedish Social Insurance Code (Socialförsäkringsbalken) that applies at the time of the incident.

- 13.2 The Supplier is not liable for any loss, damage or inconvenience that may affect the User Company caused, for example, by downtime, disruptions or other problems in telecommunication, computer or other communication connections, computer equipment, computer systems or similar. The Supplier will under no circumstances be liable for loss or damage caused by any virus or other harmful material that has been transmitted from the IA System to the User Company.

14. Force majeure

The Supplier shall have no liability for any faults, delays or defects and shortcomings in the IA System that are due to accidents, war, threat of war, general mobilisation, terrorism, strikes, lockouts, blockades, work stoppages or other labour or industrial disputes, regulations issued by authorities, constraints or delays attributable to subcontractors or any other circumstances or events beyond the control of The Supplier. The proviso relating to labour or industrial disputes applies even if The Supplier itself undertakes or is subject to such an action.

15. Term and termination

- 15.1 The Access Agreement is effective from the date of signing the Access Agreement and remains in force until terminated by either of the Parties. The agreement can be terminated with a notice period of 6 months for The Supplier and a notice period of 30 days for the User Company. Notice of termination must be given in writing in order to be valid.
- 15.2 The Supplier may terminate the Access Agreement with immediate effect and withdraw the User Company's access rights to the IA System if
- a) the User Company neglects its obligations set forth in the Access Agreement or fails to comply with other instructions communicated by The Supplier;
 - b) as a result of any legislation, regulation or decision of an authority, the IA System's operations become fully or partially prohibited or otherwise restricted; or
 - c) there is no longer a designated senior administrator.
- 15.3 Upon termination of the Access Agreement and at the request of the User Company, The Supplier shall provide the User Company with a digital copy of the content that the User Company has registered in the IA System. Upon the request of the User Company, the User Company's business and organisation number shall be anonymised in conjunction with termination or expiry of the Access Agreement, to ensure that the material registered by the User Company in the IA System is no longer linked to the User Company.

16. Non-assignment

The User Company may not, without the prior written consent of The Supplier, assign any of its rights or obligations set forth in the Access Agreement.

17. Governing law and dispute resolution

- 17.1 This Agreement shall be governed by Swedish law.
- 17.2 Any disputes or controversy or claim arising out of or in connection with the Access Agreement, or the breach, termination or invalidity thereof shall be finally settled by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce ("**SCC**"). SCC's rules for expedited arbitrations shall be applied unless, in view of the complexity and the value of the dispute, SCC decides that the SCC Arbitration Rules shall apply instead. In the latter case, SCC shall also determine whether the arbitration tribunal shall be composed of one or three arbitrators.
- 17.3 The seat of arbitration shall be Stockholm and the language of the proceedings shall Swedish.
- 17.4 All aspects of arbitration proceedings arising as a result of or in connection with this section 17 shall remain strictly confidential. This obligation of confidentiality applies to all information that is disclosed in the course of the arbitration proceedings, and to all decisions or awards made by the tribunal during the proceedings. Information held under this obligation of confidentiality must not be disclosed in any form to any third party without the written consent of all Parties. However, a Party shall not be prevented from disclosing such information when the disclosure is required by law, regulations, government or authority order, stock exchange rules, etc., provided that (to the extent permitted by law) the disclosing Party first notifies the other Party of the nature, scope, date and purpose of the disclosure, and takes all reasonable measures to ensure that the receiving party treats all such information as confidential.