

# GENERAL TERMS AND CONDITIONS FOR CIRCLE K'S SELF SERVICE PORTAL

## 1. About these terms

This document contains terms and conditions regulating the access to and use of Circle K's self-service portal (the portal) for companies (the customer).

These terms and conditions are shown and accepted when a user is logging on to the portal. The terms and conditions will be updated when new functionality is added to the portal. All users will be notified of any changes to the terms and conditions.

## 2. About the portal

In the portal a user gets access to

- An overview of their own customer relationship, including information about their invoice address, account and card group ID and names, which card types and cards are connected to the different accounts and the text printed on each card
- Transactions done on company or truck cards held by the legal units that the user has access to (see point 3 below)
- View and download invoices from Circle K, and see details on these invoices in the portal
- Some card operations, such as order new card, replace card, block card

In addition a user can in some instances add information for their own drivers and/or vehicles.

## 3. Access to the portal and security procedures

Use of the portal requires that the customer has an existing relationship with Circle K, and that the customer has signed an agreement on the use of their Circle K cards. The cards are assumed to only be used in a professional context by the drivers, in accordance with the signed agreement on use of company and truck cards.

General access to the portal is given when the customer requests one or more administrator users for the portal by writing (via e-mail or a webform) or in a meeting with representatives from Circle K.

After an administrator request is granted, the customer will get a user ID and password. The customer should change this on first login. Circle K assumes that the customer changes the password on first log-on as described in the welcome e-mail.

## 4. Security

The administrator is responsible to ensure that no unauthorized person can act as the administrator towards Circle K, and to notify Circle K, should the password be compromised. The password should not be noted down in any way that can be understood or used by others.

Assuming that the customer at any given point in time has satisfactory IT equipment, up-to-date IT-equipment with adequate security measures in place, Circle K will provide the service as best-effort. The customer is obliged to ensure that security solutions, routers and/or firewalls at their end do not block data to and from the portal. It is the customer's responsibility to ensure that their equipment, programs and internet connection at any given point in time satisfies the requirements to use of the services.

## 5. Accuracy of information in the portal

The information in the overviews is based on data from Circle K's different source systems. There can be errors in these overviews, e.g. in the form of information not being up to date at a given point in time. For some of the services, the time of last update can be found in the overview.

The different overviews are, based on this, meant as guiding information. Correct information will be available on the applicable invoices for the customer.

The customer is responsible for accuracy of information on drivers and vehicles if he/she has added this information into the portal.

## **6. Communication from SFR**

SFR can add information on customer offers on the home page of the portal. Circle K can, in relevant cases, send information about changes or operational downtime or disruptions in the portal to registered users

SFR can send copies of invoices or reports from the portal by e-mail in the cases where the user has requested this.

## **7. Personal Data**

In this portal, Circle K processes personal data already contained in Circle K's systems as well as data received by users as part of the request for username and access or entered by them into the portal. In addition this site uses cookies that are listed below:

- Customer portal: this cookie stores the currently logged in users session information.
- OAM Authentication Cookie: This is the Authentication cookie used for Single sign on.

By applying for a user, any person so doing consents to this processing on behalf of his/herself. Any legal entity using this service is required to secure that all employees gaining access has given such consent.

## **8. Service disruption**

Information on planned maintenance downtime and/or known service disruptions will be posted on the portal.

## **9. Termination of service**

This service is offered free of charge without any guarantee, minimum service level or uptime. Circle K can, at any point in time, decide to terminate this service temporarily or permanently. If the service is terminated, registered users will be informed via email.

## **10. Contact**

If a user or customer would like to ask questions or make a complaint about the portal, please contact customer service via our web pages, by mail or by phone. Requests for the creation of new users or access to registered data must be made in writing.