

# Customer bulletin for corporate customers on updating the terms of the agreement

## Why are the terms of the agreement being updated?

The terms and conditions are usually updated every 1-2 years to reflect changes in terminology, general legislation and technology. Because Netvisor is under continuous development and weekly updates are published for the service, the terms of the agreement must take account of any changes in the service.

## The purpose of the contract update and key updates

The terms of the Netvisor service agreement have been updated twice, and the contract update to be implemented at the beginning of 2021 is the third in the history of the service.

The aim of the update is to

- clarify the terms of the agreement,
- improve their readability,
- update the terms and conditions to reflect changes in the technology sector, e.g. changes in utilising AI and applications by third-party service providers.

In addition, e.g. the data protection regulation introduced new terminology to the industry, which also affects the content of the agreement terms.

## **New terms of the agreement 2021**

The new terms of the agreement have now been published and will enter into force no later than 1st April 2021. The new terms and conditions are available on the page <https://netvisor.fi/sopimusehdot/> and also via the service.

The new terms and conditions will take effect automatically. If you have further questions or would like to provide feedback, you can do so [with this form](#).

Based on the questions raised, we will compile a FAQ and you will find the most frequently asked questions and their answers in [the community bulletin](#).

## Updates and major changes

## **New Service Description**

A Service Description describing the content of the Netvisor service on a general level has been added as a new attachment.

### **Key changes concern the following sections:**

#### 2. Definitions

- New definitions: Client Material and Agreement
- Service definition expanded

#### 4. Client's rights and responsibilities

- From now on, it is mandatory to appoint an administrator
- 3rd section and attaching the service description to the terms of the agreement
- Added mention of updating revenue categories
- Using an API
- Defining responsibility for services provided by an external service

#### 5. Price of the Service, and invoicing

- Price increases will be announced 2 months in advance, price increases due to third parties 1 month in advance
- Possibility of termination due to price increase

#### 6. Intellectual property rights

- Clarification of data ownership

#### 7. Data protection and data processing

- Making this section up-to-date
- The right to process and utilise data clarified
- Data retention

#### 8. Confidentiality

- Content defined in more detail

#### 9. Compensation for damage, and limitation of liability

- Intentional and gross negligence added as a restrictive condition

#### 10. Validity and termination of the Agreement

- The retention period of the material has been changed to better reflect the content of the Data Protection Regulation.

#### 11. Force majeure

- A more detailed definition of force majeure has been added

#### 19. Applicable law and disputes

- Content updated, disagreements will primarily be resolved through conciliation, ultimately in arbitration.