



Special Terms

for use of the CoOper8 Service **Critical**



SPECIAL TERMS FOR USE OF THE CoOper8 SERVICE CRITICAL

These Special Terms form part of the Agreement between CoOper8 AS ("**CoOper8**") and the **Customer** and set out the service-specific terms and conditions applicable to the Customer's subscription to CoOper8 Critical (the "**Service**"). They supplement and must be read together with:

- (a) the Customer Agreement.
- (b) the General Terms for use of CoOper8 Services.
- (c) the Privacy Policy; and
- (d) the Service Level Agreement.

Capitalised terms used but not defined in these Special Terms shall have the meanings given to them in the General Terms, found at www.cooper8.no. In the event of any conflict between these Special Terms and the General Terms, these Special Terms shall prevail in respect of the Service.

1. Definitions and Abbreviations

In addition to definitions and abbreviations in the General Terms Section 1 (Definitions and Abbreviations), the following shall apply to the Agreement with regards to the Service covered by these Special Terms:

Term	Definition
Asset Operator	An organisation responsible for the day-to-day operation, maintenance, and safe performance of an asset.
Asset Owner	An organisation that holds legal ownership of an asset and is responsible for its value, performance, and long-term management.
Company Super User	A person from a given Customer with extended privileges and duties within the Service. For details refer to section 11.
Critical Event	A situation in which the uptime or safety of an asset can be secured by the replacement of materials or spare parts through an exchange between Asset Owners and Asset Operators.

2. Service Description

The Service CoOper8 Critical is a solution for the exchange of equipment and capital spares between Asset Owners and Asset Operators in Critical Events.

The Service enables Asset Owners and Asset Operators to send requests and warnings to one another in order to facilitate the rapid exchange of materials or spare parts required to address a Critical Event.

More information about the Service is available at [Critical - CoOper8](#).

3. Access Management

Terms as stated in the General Terms Section 4 (Access to Services) apply with following additions:



- a) User administration and access provisioning is managed by CoOper8 service management for Critical.
- b) Access is given to a limited number of users for Asset Owners and Asset Operators and is coordinated and managed by CoOper8.
- c) The Customer acknowledges that information extracted from the Service, whether via user interface or supported APIs, may only be used for fulfilling the purpose of the Service.

4. Support

Support contact information is available at [Critical - CoOper8](#).

5. Service Level

The Service Level Agreement found at www.cooper8.no applies to the Service.

6. Data Management

Data sharing principles. Data will be shared between Asset Owners and Asset Operators in connection with Critical Events. The scope and content of data shared shall be limited to what is strictly necessary for the purpose of addressing the relevant Critical Event.

Data quality. The Customer bears primary responsibility for the accuracy, completeness and quality of all material data uploaded to the Service.

Deletion of information. An Asset Owner or Asset Operator may at any time request the deletion or removal of material data that it has uploaded to the Service. Such requests shall be submitted in writing to CoOper8.

Data not deleted automatically. For integrity purposes, certain transaction and activity data may be retained as described in the Privacy Policy. This includes information about by whom and when objects were created, updated or distributed within the Service.

7. Processing of Personal Data

The provisions of Sections 9 (Processing of Personal Data) and 10 (Data Processing Agreement) of the General Terms apply to the Service.

The Privacy Policy, setting out further detail on how personal data is processed in connection with the Service, is available at www.cooper8.no.

8. Security

The provisions of Section 11 (Security) of the General Terms apply to the Service.

9. Termination

The provisions of Section 13 (Termination) of the General Terms apply to the Service. The following additional terms shall also apply:

Upon termination of the Agreement or the Customer's subscription to the Service, the Customer will be set to an "Inactive" state within the Service. No active requests or warnings may be sent or received by the Customer from that point.



10. CoOper8's Additional Obligations

Terms in the General Terms Section 7 (CoOper8's General Obligations) apply with no additions.

11. Customer's Additional Obligations

Terms in the General Terms section 8 (Customer's General Obligations) apply with following additions:

Company Super User: Each Customer shall appoint at least one Company Super User unless otherwise is agreed in the Customer Agreement. The Company Super User(s) will be the main contact towards CoOper8 regarding the Customers use of the Service.

Operational readiness. Given the time-sensitive and safety-critical nature of Critical Events, the Customer shall ensure that:

- a) its Company Super User and all Authorised Users are adequately trained in the use of the Service prior to any Critical Event arising.
- b) its Authorised Users are aware of the relevant support contact details and escalation procedures; and
- c) its internal processes and systems do not create unnecessary delay in the sending or processing of requests through the Service during a Critical Event.

Accuracy of requests. The Customer shall ensure that all requests and information submitted through the Service in connection with a Critical Event are accurate and complete to the best of the Customer's knowledge at the time of submission.

12. Additional provisions

Beyond the terms and conditions set out in these Special Terms and the General Terms, no additional provisions apply specifically to the Service.