

General Terms for Websites and Hosting

Adminor AB · Version 2026-05-01

This is a courtesy English translation. The Swedish version ("Allmänna Villkor för Hemsidor och Hosting") is the binding text. In case of conflict, the Swedish version prevails.

These terms are directed exclusively at business customers (B2B). The services are not intended for consumers. Consumer protection legislation, including the Swedish Distance and Off-Premises Contracts Act (2005:59) and the Consumer Sales Act, is therefore not applicable.

1. Applicability

These general terms of supply ("**Terms**") shall apply unless modified by written agreement between the parties. In the absence of written confirmation upon contract formation, statements and information shall not override what is prescribed in the Terms or otherwise be relevant to determining the content of the contract.

These Terms constitute the complete regulation between the parties regarding the Service. Industry terms from third parties (such as the general provisions of IT&Telekomföretagen) do not apply unless the parties expressly refer to them in writing.

2. General

These Terms apply to e-services and services connected to e-services and/or hosting. The condition for a subscriber to use server and network provided by Adminor AB ("**Adminor**") for these services is that the subscriber ("**Customer**") enters into an agreement with Adminor. The agreement shall specify the services to be included (the "**Service**"), the extent to which supporting systems may be used, and the payment for setup, operation and maintenance.

3. Service description for e-services

Adminor's network is open for use of services such as websites, email and other forms of e-services that the Customer may contract for over the Internet.

The Customer is allocated a defined storage area on a server provided by Adminor according to the agreement. Operating costs are based on expected storage volume and expected network usage (data transfer). Traffic and use beyond expected utilisation is charged according to a separate tariff.

The Customer is responsible for all published material, including the content of all linked pages.

Once the Customer has paid the first invoice, which includes setup costs and the first period's operating cost, the Customer is entitled to upload material and use the agreed Service on servers provided by Adminor.

4. Service description for hosting

In addition to the services in § 3, Adminor leases rack space in the form of rack units in cabinets in the data centre for placement of the Customer's data and/or network equipment. Rack space rental includes power, cooling and backup power unless other charging or surcharges for energy and tax are notified by Adminor. Response time for visits to the data centre is four (4) hours during office hours. Emergency access is charged according to a separate tariff.

5. Connection

Unless otherwise agreed, the Customer accesses Adminor's network resources via the Internet. To gain access to the Service the Customer receives login credentials. These credentials are confidential, and the Customer is responsible for storing them securely so that unauthorised parties cannot access them.

6. Copyright and intellectual property

The Customer's copyright is limited to the material uploaded by the Customer and material arising from the Customer's or its end-customers' activity against the Customer's material. Such defined information is treated as the Customer's intellectual property and trade secret. All other information, data or programs, including hardware, are Adminor's property and shall not be affected by the services or functions agreed in the subscription contract.

7. Contract period

The contract period is specified in the subscription contract, indicated by the last two digits of the contract number or other information related to the Service. If the Customer terminates the subscription contract in writing, the contract expires at the end of the current contract period. "In writing" means an identifiable email or letter. If the subscription contract is not terminated at least one (1) month before the end of the contract period, it is automatically extended by one further contract period.

8. Fees

Period fees apply to new contracts according to Adminor's current price list for the Service. The connection fee covers the right of the Customer to connect to and use Adminor's servers. Adminor has the right to change the fee on thirty (30) days' notice on changes in exchange rate, tax or similar government charge, or on other circumstances outside Adminor's control.

Notwithstanding the foregoing, Adminor has the right for all Services to:

- a. annually, on 1 January, adjust prices stated in the contract in accordance with changes in Statistics Sweden's published Labour Cost Index for white-collar employees (LCI Tjänstemän), preliminary index, SNI 2007 codes B–S. The reference point shall be Q2 of the previous year, and at each adjustment Q2 of the year before that shall be used as the base point; and
- b. adjust agreed prices due to third-party suppliers adjusting their prices, changes in taxes and VAT, and currency or interest-rate changes. Adminor shall notify the Customer in writing and within reasonable time before such price change is applied, with reasons.

9. Payment

Once the Customer has signed the subscription contract and paid the setup fee plus the first period's fee, the Customer is entitled to use Adminor's servers and the agreed services. Periodic payment is made in advance against invoice or electronic payment system and shall reach Adminor within the period stated on the invoice.

On late payment, default interest is charged according to the Swedish Interest Act, statutory reminder fee and any debt collection costs apply. Adminor may further suspend the Service until full payment is made. If the Customer wholly or partly delays payment after the time indicated in the reminder, Adminor may with immediate effect terminate the subscription contract in writing and invoice the Customer for remaining periodic payments under the subscription contract.

The Customer shall within reasonable time notify Adminor if the invoice is considered incorrect. Failure to do so generally forfeits the Customer's right to object. Reasonable time is, absent special circumstances, eight (8) days from receipt of the invoice.

The Customer is responsible for payment of all fees relating to the subscription contract. If the Customer has not used the ordered Service due to delay, downtime or other circumstance attributable to the Customer, this does not relieve the Customer of the obligation to pay applicable fees.

If the Service's availability during a calendar month falls below one-third (1/3) of the time, due to negligence on Adminor's side, the Customer is entitled, on written request, to a refund of the corresponding part of the period payment for the Service in question. Refund under this clause constitutes the Customer's sole financial compensation for unavailability and is limited in accordance with § 15.

10. Confidentiality

10.1 The parties undertake not, without the other party's consent, during the contract period and thereafter, to disclose "Confidential Information" to third parties. Confidential Information means any information of an economic, technical, commercial or other nature, whether documented in writing or not, received by a party in connection with the contract or related circumstances. The following shall not be considered Confidential Information where the party can show:

- a. it is publicly available, or becomes publicly available other than through the recipient's breach against the other party,

b. that the party developed it independently of the other party, of that party's Confidential Information, and independently of the contract,

c. that the party lawfully obtained it from a third party without confidentiality obligation,

d. that the party, without being subject to a confidentiality obligation, was aware of it when it was received from the other party.

10.2 The parties further undertake not to use Confidential Information for any purpose other than to fulfil their rights and obligations under the contract.

10.3 Notwithstanding the above, a party has the right to disclose Confidential Information when required by law, court or authority decision, binding stock-exchange rules, or where the information is covered by a coercive measure decision from a criminal-investigating authority (such as Police, Public Prosecution Office or the Swedish Economic Crime Authority), or otherwise relates to suspicion of crime punishable by imprisonment.

10.4 Each party shall, through confidentiality undertakings or other appropriate measures, ensure that employees, consultants and other personnel observe confidentiality as set out above. Each party is responsible for ensuring that any subcontractor and its employees who participate in the assignment sign a confidentiality undertaking of equivalent content.

10.5 The Customer accepts the Data Processing Agreement that was published on Adminor's website at the time of formation of the subscription contract, which forms Annex 1 to the subscription contract. Updates to the Data Processing Agreement are notified in accordance with § 21 and do not require separate approval to take effect, provided they do not materially weaken the Customer's protection under the General Data Protection Regulation (EU) 2016/679.

11. Misuse of the Service

The Customer is responsible for all material that the Customer makes available on the Internet via Adminor's network access/system and on the Customer's leased servers. The Customer is fully responsible for complying with applicable data protection law (GDPR) for material stored on Adminor's servers or on the Customer's leased servers. This is particularly important regarding sensitive personal data which may not be stored without legal basis.

In addition, the Customer is fully responsible for compliance with any publishing rules. "Material" means all information, including content in databases, text, image, sound, data and video stored, as well as information linked to other locations on the Internet, including material on Adminor's servers.

Information, content and design of websites or postings in discussion forums supplied by the Customer must not violate the law, encourage or enable others to commit a crime, harm Adminor or third parties, or otherwise be deemed inappropriate or offensive. The Customer further undertakes to comply with the general ethical rules applicable to similar services on the Internet.

The Customer's responsibility includes obtaining necessary permits to receive, distribute and/or store material. Connecting networks may have specific use rules. The Customer is obliged to inform itself about and comply with such rules. The Customer shall not under any circumstances seek unauthorised access to

connected network and computer resources, whether at Adminor's or third parties', or unauthorisedly use, destroy or distort information in Adminor's network or connected networks, or act in a way that causes inconvenience to Adminor. The Customer shall also not access or forward such information to outside parties.

On breach of the above, and where the material may be considered to violate applicable legislation, Adminor has the right with immediate effect to suspend the Service and terminate the subscription contract in writing. Adminor is further entitled to invoice the Customer for remaining fees for the contract period. Adminor reserves the right to charge the Customer for measures taken at Adminor as a consequence of the Customer's misuse of the Service.

12. Customer information

Adminor has the right, at the formation of the subscription contract, to register personal data about the Customer, in order for the Customer to use the Service and for Adminor to fulfil obligations under the contract and applicable law.

The Customer shall notify Adminor of any changes in such information without delay. The Customer is responsible for ensuring that the information is correct and that Adminor has been informed of any changes.

13. Operation and maintenance

Any downtime and traffic-impeding faults are remedied as soon as possible after fault notification. Adminor's responsibility for downtime and traffic-impeding faults does not apply to the extent the fault is attributable to the Customer or to factors outside Adminor's control. If the fault is attributable to the Customer, Adminor reserves the right to charge the Customer for time spent on troubleshooting and remedy according to the price list in force. The same applies if the fault is due to a third party outside Adminor's control but the Customer has requested troubleshooting and/or remedy.

14. Customer's responsibility

The Customer is responsible for its own acts and those of its employees or others who, through the Customer, have been given the ability to use and/or order measures and services. Should it come to the Customer's knowledge that someone in the Customer's immediate environment or otherwise breaches the subscription contract, the Customer is obliged to immediately take corrective action and inform Adminor of the breach.

It is incumbent on the Customer to adequately insure its own and its customers' equipment, including data and information stored in spaces provided by Adminor or that uses Adminor's services.

15. Limitation of liability

15.1 Adminor's liability is limited to property damage caused by Adminor's negligence. Adminor's liability for property damage covers only direct loss and is limited to **the lower of** (a) one (1) price base amount

under the Swedish Social Insurance Code (2010:110), or (b) the fees paid by the Customer to Adminor during the twelve (12) months preceding the event giving rise to the claim.

15.2 The limitation in 15.1 constitutes an **aggregate cap per contract year**, regardless of the number of incidents or claims arising during the period and regardless of the legal basis of the claim.

15.3 Compensation is in no case payable for indirect damage, such as loss of profit, reduced production or turnover, inability to fulfil obligations to third parties, loss of utility of the subscription contract, data loss, or damage attributable to third-party services or software.

15.4 Adminor is not responsible for defects in software distributed together with the Service. Adminor is not responsible for delivery of information and material on the Internet and shall therefore not be held liable for any damage or loss suffered by third parties as a result of failure to deliver or delayed delivery of information.

15.5 Adminor shall not be held liable in damages where intrusion occurs into the Customer's or Adminor's computer resources, unless the intrusion is due to Adminor's gross negligence.

15.6 If a claim for damages is not made within reasonable time after the damage was discovered or should have been discovered, the Customer loses the right to assert the claim. Reasonable time is, in normal cases, two (2) months.

16. Grounds for termination

In addition to the provisions on misuse in § 11, Adminor has the right to terminate the subscription contract in writing with immediate effect if the Customer commits a material breach of contract and does not take corrective action after written request to do so.

Adminor also has the right with immediate effect to terminate the subscription contract if the Customer has suspended payments, initiated composition negotiations, gone into liquidation, gone bankrupt or shows other clear signs of insolvency.

Adminor reserves a right of retention until the Customer's debt is settled.

17. Force majeure

A party shall be relieved of damages and other consequences if performance of an undertaking is prevented or substantially impeded by circumstances which the party could not reasonably control or foresee. Relieving circumstances include labour disputes, lightning strikes, fire, theft of or vandalism against equipment, government regulations or other public regulation, faults in another operator's network, general scarcity of transport, goods or energy, large-scale cyber attack against Internet infrastructure, pandemic, war, sanctions, or similar circumstances.

18. Termination of subscription contract

Contracts shall be terminated in writing at least one (1) month before the end of the contract period. Upon expiry of the subscription contract, all the Customer's rights to use the Service cease.

The Customer is responsible for securing information such as files and documents. The Customer's equipment shall be removed from the space provided by Adminor within thirty (30) days after termination. Resources, space and/or disk allocated to the Customer are reused no later than fourteen (14) days after termination.

The party performing the collection shall be able to demonstrate authority in relation to the owner of the equipment. If the Customer's property is not collected within thirty (30) days, Adminor has the right, with the Customer's implicit consent, to auction off computer and peripherals, excluding long-term storage such as disks and SSDs. Such storage is rendered irreversibly inaccessible/unusable. Any surplus of the auction goes to the owner after settlement of incurred costs. If the owner of sold equipment cannot be located, the surplus goes to Adminor.

The Customer undertakes to book collection of equipment well in advance (three (3) business days). On shorter notice Adminor has the right to charge for working time according to current price list.

19. Termination effects

When the subscription contract expires, all rights of the Customer to use previously agreed services cease. Any fees paid are not refunded upon termination, except as follows from § 9 last paragraph. Adminor has the right to charge in accordance with current working-time tariff and hosting and traffic tariffs.

20. Assignment of subscription contract

The contract and related services may only be assigned with Adminor's consent. Adminor has the right to assign the subscription contract without the Customer's consent, unless there are special reasons to believe that the assignee will not fulfil its obligations under the subscription contract in a manner satisfactory to the Customer. The Customer has no right to assign its contract without agreement with Adminor.

21. Amendment of terms

These Terms apply until further notice. Amendment of terms shall be notified at least one (1) month in advance. Amended general terms are published on Adminor's website <https://adminor.net>.

22. Disputes and governing law

This contract is governed by Swedish law, excluding its conflict-of-laws rules.

Disputes arising from the subscription contract shall in the first instance be resolved through negotiation between the parties. If negotiation does not lead to resolution, the dispute shall finally be settled by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce (SCC). The Rules for Expedited Arbitrations shall apply, unless the SCC, taking into account the complexity of the case,

the value in dispute and other circumstances, determines that the SCC's Arbitration Rules shall apply. The seat of arbitration shall be Stockholm and the language Swedish.

Notwithstanding the above, Adminor is entitled to apply for an order to pay (Sw. *betalningsföreläggande*) at the Swedish Enforcement Authority (Kronofogdemyndigheten) and, in the event of non-payment that is not materially disputed, to bring an action for the awarding of overdue claims before the ordinary courts, with the Stockholm District Court as first instance.

23. Data localisation

23.1 Adminor endeavours to store data within the Service in Sweden, or otherwise within the EU/EEA. Adminor does not, however, guarantee that all underlying services, including security services, email filters, DNS look-ups and similar third-party functions, are exclusively performed within the EU/EEA.

23.2 Specific data-localisation requirements may be agreed separately and may incur additional cost.

24. Illegal content and notice procedure (DSA)

24.1 In accordance with Regulation (EU) 2022/2065 (Digital Services Act), Adminor receives notices of allegedly illegal content via email to abuse@adminor.net.

24.2 Adminor reserves the right, at its own discretion, to remove or block access to material that may with reasonable likelihood be deemed illegal, or that violates these Terms. Adminor has no general obligation to monitor content stored or transmitted via the Service.

24.3 If Adminor takes action against content, the Customer is normally informed with a justification, unless notification is prohibited by law or would impede a criminal investigation.

25. Cyber security and NIS2

25.1 The Service is provided by Adminor in its capacity as a hosting and network services provider. Obligations under the NIS2 Directive ((EU) 2022/2555) or its Swedish implementation rest, where applicable, on the Customer with respect to the Customer's own operations, information-security work and incident reporting to the competent supervisory authority.

25.2 Adminor is not obliged to report incidents on the Customer's behalf. Adminor will, however, on request, provide technical information that the Customer reasonably needs to fulfil its own reporting obligation.

25.3 Adminor notifies the Customer without undue delay of security incidents materially affecting the Customer's Service. Time limits for notification of personal data breaches are regulated separately in the Data Processing Agreement (Annex 1). Notification under this clause does not constitute an admission of liability.

26. Data portability and exit (Data Act)

26.1 Adminor enables the Customer, upon termination, to export the Customer's own data in a structured and commonly used format to the extent Adminor's service platform technically supports this.

26.2 Such extraction is performed at the Customer's request, within reasonable time and against compensation according to Adminor's price list for working time and any third-party costs.

26.3 Adminor has no obligation to provide data in formats not supported by the original platform, or to develop new export tools on the Customer's behalf.

Adminor AB Reg. no.: 556227-6351 Hunnebergsvägen 13, 167 43 Bromma, Sweden info@adminor.net ·
+46 8-564 314 30

By signing the main contract or order confirmation referencing these Terms the Customer accepts all terms set out above.

Bromma, May 2026