



Definitions

Appendix 0

Version: February 2020

Definitions

In this Agreement, the defined terms stated below have the following meaning.

Agreement

This Visma Enterprise Agreement between Visma Enterprise and the Customer regarding Visma Enterprise's supply of products and Services to the Customer, including all appendices as well as subsequent amendments hereto. The Agreement takes precedence over the appendices.

Business Hours

The business hours which are employed on the different types of services specified in the Agreement or in the Operation Manual applicable at all times.

Customer

The company which enters into an agreement as employer with Visma Enterprise concerning Services and/or products.

Data controller

In the relationship between Visma Enterprise and the Customer, the Customer is the data controller of the personal data processed by the Customer and passed on to Visma Enterprise for data processing.

Maintenance

Ordinary maintenance, error correction and updates, including as a result of changes to legislation and usual updates to later versions of software etc. Maintenance does not include updates to the Customer's specific systems and needs.

Operation Manual

The instructions, Service Agreement Handbook or other manuals applicable at any time.

Operational Platform

The entire IT system consisting of equipment, systems, network and Software, which Visma Enterprise uses and which is necessary for the performance of the Agreement.

Party

'Party', 'Parties' or 'the Parties' means the Customer or Visma Enterprise or both.

Service Levels

The service levels at which the Services will be provided to the Customer in terms of quality and/or quantity and which are set out in appendix 1 Service Descriptions.

Services

The Services to be delivered to the Customer in accordance with the Agreement, including primarily Services and IT solutions, specified in appendix 1 Service Descriptions and appendix 2 IT Solution Description.

Software

Any IT software, including source code, object code and related updates, error corrections, guidelines, instructions, manuals, documentation and descriptions etc., which can either be standard or customised software.

Systems

The entire IT system, which Visma Enterprise makes available to the Customer in accordance with the Agreement.

Visma Enterprise

Visma Enterprise A/S, CVR-no.: 41 01 60 27,
which is a company in Visma group.

Visma Enterprise Terms

Visma Enterprise's general terms for products and Services applicable at any time and which are set out in appendix 9 of the Agreement.

Working Days

Denmark. All days except Saturdays, Sundays, official holidays and Friday after Christ's Ascension, Constitution Day on June 5 as well as December 24 and December 31.

Day

A calendar day.