Danish Technological Institute  **DDI 90XXX**  
Danish Escrow Institute  
Tel.: +45 72 20 14 11

E-mail: [escrow@teknologisk.dk](mailto:escrow@teknologisk.dk)

**DIGITAL ESCROW AGREEMENT  
Distributor**

BETWEEN

NAME

ADDRESS

VAT-number

(Hereinafter the Customer)

AND

NAME

ADDRESS

VAT-number

(Hereinafter the Distributor)

AND

NAME

ADDRESS

VAT-number

(Hereinafter the Developer)

AND

DANISH TECHNOLOGICAL INSTITUTE

DANISH ESCROW INSTITUTE

TEKNOLOGIPARKEN

DK-8000 AARHUS C

concerning the holding of material by Danish Escrow Institute

**1. Escrow Agreement Documents**

1.1 This Escrow Agreement comprises provisions 1-14 and the following appendices:

|  |  |
| --- | --- |
| Appendix 1: | Description of the content of the escrow material |
| Appendix 2: | The protected agreement between the Customer and the Supplier |
| Appendix 3: | Contact persons |
| Appendix 4: | Inspection |
| Appendix 5: | Conditions for release |
| Appendix 6: | Release Committee |
| Appendix 7: | Special agreements concerning right of use |
| Appendix 8: | Special agreements concerning remuneration and payment |
| Appendix 9: | Subsequent supplements or changes |
| Appendix 10: | Price list |
| Appendix 11: | General Terms and Conditions regarding Commissioned Work accepted by Danish Technological Institute |
| Appendix 12: | Technical solution for data storage – Microsoft Azure |

**2. Parties to the Escrow Agreement**

2.1 Four parties known as the Customer, the Distributor, the Developer and Danish Escrow Institute enter into this Escrow Agreement.

2.2 The Customer shall be construed as the programme user whose rights are protected by this Escrow Agreement.

2.3 The Distributor shall be construed as the Customer’s joint party to the Escrow Agreement in acquiring the programme.

2.4 The Developer shall be construed as the original copyright-holder who still owns the source material and is responsible for development work or who has an interest in ensuring that the source material is not released unnecessarily to the Customer.

2.5 The Protected Party shall be construed as the party who in specific circumstances shall have the right to demand that the material held in escrow be released. The Protected Party shall thus be construed as the Customer or the Distributor unless otherwise stated in Escrow Agreement.

**3. Material Held in Escrow**

3.1 This Escrow Agreement concerns the holding of source material for the system specified in Appendix 1. Danish Escrow Institute utilises the cloud-based Microsoft Azure solution for data storage. Read more about the solution in Appendix 12.

3.2 Within one week of receiving the signed Escrow Agreement, the Distributor and/or the Developer shall send an” ssh public key” to Danish Escrow Institute at the following e-mail address: [escrow@teknologisk.dk](mailto:escrow@teknologisk.dk). Danish Escrow Institute will then activate the depository as soon as possible and no later than one week from receipt of the "ssh public key". The Supplier will be informed and the requested material can be deposited via the following SFTP protocol:

Path: [www.dei-sftp.dk](http://www.dei-sftp.dk)   
Port: 22  
Username: danishescrowinstitute.90xxx (danishescrowinstitute + escrow number)  
Private key: corresponding to the submitted ”ssh public key”  
*Programmes that can be used, e.g. WinSCP, FileZilla*.

Danish Technological Institute accepts no responsibility for the submitted material being in accordance with the description in Appendix 1.

3.3 The material shall consist of the programmes, the associated source text and information concerning name and type of compiler. Further, any other information requested by the Customer as specified in Appendix 1. The material must be packaged in a file, and the file name **must** be specified in date format with specification of escrow number, YYYY-MM-DDI\_escrow number.zip – example: 2023-08-30\_90003.

3.4 It is recommended to encrypt the material. In this case, the Supplier **MUST** send the password to the Danish Escrow Institute at [escrow@teknologisk.dk](mailto:escrow@teknologisk.dk).

**4. Updating**

4.1 In the event that the Distributor, the Developer, or other parties whose services are protected under this Escrow Agreement make changes to the protected programme at the Customer’s premises, the Distributor or the Developer shall immediately update the material held in escrow as necessary. Any agreement made concerning a deadline for fulfilling this obligation shall be stated in Appendix 1.

4.2 Upon receiving new material, Danish Escrow Institute shall send notification of this to the Customer as well as an acknowledgement of receipt to the Distributor and the Developer.

4.3 Notification shall be sent to the Customer, Distributor and Developer’s contact persons specified in Appendix 3.

4.4 The parties to this Escrow Agreement shall send information concerning changes of address and contact persons to Danish Escrow Institute. Danish Escrow Institute shall always use the last known addresses and contact persons in full discharge of its obligations to this Escrow Agreement.

**5. Inspection**

5.1 Before the source material is handed over to Danish Escrow Institute, the Customer shall be entitled to inspect the material as agreed with the Distributor and the Developer. The nature of the inspection and the specific procedures are described in Appendix 4.

5.2 The Customer shall be entitled to carry out an inspection of the material at the Customer’s own expense (after the source material has been released to Danish Escrow Institute) at all times. If the Customer requests such an inspection, Danish Escrow Institute shall notify the Distributor and the Developer. At the inspection, the Developer presents the material to the Customer. The Distributor or their representative shall be entitled to take part in the Customer’s inspection. By agreement, the Danish Escrow Institute participates as observer.

5.3 The Customer shall pay all expenses in connection with inspection visits.

**6. Conditions for Release**

6.1 The material held in escrow shall be released to the Distributor if it can reasonably be ascertained that the Developer or any other party whose obligations this Escrow Agreement shall ensure as specified in Appendix 1 and Appendix 2 will fail to perform their obligations in accordance with the protected agreement, for example due to bankruptcy, suspension of payments or compulsory composition where the estate does not wish to be subrogated.

6.2 The material held in escrow shall be released to the Customer if none of the parties whose obligations this Escrow Agreement shall ensure complies with the protected agreement, cf. Appendix 2, and none of the parties ensures that the agreement is satisfactorily complied with by a third party thereby defaulting on the Customer’s demands under the terms of the protected agreement.

6.3 The material held in escrow shall also be released to the Customer if it can reasonably be ascertained that the Escrow Agreement will not be complied with by any of the obligated parties or other party whose obligations this Escrow Agreement shall ensure, for example due to bankruptcy, suspension of payments or compulsory composition on the part of the involved parties.

6.4 Moreover, the material held in escrow shall be released to the Customer if the obligated parties fail to perform their obligation to update the material, cf. Section 4, and have not updated the material within 4 weeks of receiving a written demand from the Customer to this effect.

6.5 The Customer shall send a copy of such a demand to the Developer at the same time as sending it to the Distributor.

6.6 Any other conditions agreed upon for release shall be stated in Appendix 5.

**7. Release**

7.1 If the Protected Party is of the opinion that a condition for release as stated in Section 6 exists, he shall contact Danish Escrow Institute in writing with a view to having the material held in escrow released.

7.2 Danish Escrow Institute shall then contact the Distributor and the Developer, or the Developer alone if the Distributor is seeking release, by e-mail to hear their opinion about the demand for release.

7.3 Their response to this must be well substantiated and in writing, and Danish Escrow Institute shall receive it not later than 10 calendar days after the letter concerning release (cf. 7.2) was sent.

7.4 If the party or parties consent to the release of the material or if neither the Distributor nor the Developer responds within the designated time, the material held in escrow shall be released to the Customer.

7.5 The parties can prevent the release of the material if it they can prove that their obligations in relation to the Customer have been transferred to a third party who is fully subrogated to the parties’ obligations in relation to the Customer, including those in this Escrow Agreement.

7.6 If one or more of the parties opposes the release of the material, and the Customer maintains his demand, the matter shall be settled by a Release Committee appointed by Danish Technological Institute.

7.7 If the demand for release is based on the Distributor’s circumstances, including bankruptcy, suspension of payments, compulsory composition or similar, Danish Escrow Institute shall contact the trustee in bankruptcy, administrator, receiver or similar with a view to ascertaining whether the estate wishes to be subrogated to the protected agreement.

7.8 If the estate does not wish to be subrogated or if the release is based on other circumstances, Danish Escrow Institute shall contact the Developer with a view to ascertaining whether the Developer wishes to be subrogated to the protected agreement.

7.9 If the demand for release is based on the Developer’s circumstances, Danish Escrow Institute shall contact the Distributor or the trustee in bankruptcy, administrator, receiver or similar with a view to ascertaining whether either party wishes be subrogated to the protected agreement.

7.10 If neither the Distributor, the Developer, an estate or a third party wishes to be subrogated to the protected agreement, the material held in escrow shall be released to the Customer.

Any agreement made concerning other circumstances related to the terms of release shall be stated in Appendix 5.

**8. Release Committee**

8.1 If the parties to this Escrow Agreement have special requests as to the composition, powers, procedure, etc., of the Release Committee, this shall be specified in Appendix 6.

8.2 In so far as no position has been taken in this respect, a Release Committee shall be appointed consisting of three impartial members with thorough knowledge of computing and computer law. The members shall be appointed by Danish Technological Institute in cooperation with the Danish Institute of Arbitration or Danish Computing Association, if required. If the services or the Danish Institute of Arbitration or the Danish Computing Association are used, the Customer and/or the Supplier shall pay the costs of the procedure.

8.3 The Release Committee shall immediately convene a meeting with the parties. The Release Committee shall make its decision based on statements made by the parties, available contract material and any examinations deemed necessary by the Release Committee.

8.4 In general, the Release Committee shall determine its own procedures. If one of the parties requests it, the Release Committee’s well-substantiated written decision shall be made as quickly as possible. Any specific deadlines for the Release Committee’s work shall be stated in Appendix 6.

8.5 The Release Committee shall decide whether one or more of the conditions for release in accordance with this Escrow Agreement and associated appendices has been fulfilled.

8.6 In making its decision, the Release Committee shall determine who of the parties shall pay the costs of the case, including any legal costs. In distributing the costs, the Release Committee shall take into account whether the matter was brought before the Release Committee with good reason.

8.7 The Release Committee shall also consider when its decision must be complied with. However, the decision of the Release Committee should normally be complied with no later than 14 calendar days after the decision was made.

8.8 Unless otherwise stated in Appendix 6, the decision of the Release Committee shall be final.

**9. Right of Use**

9.1 Unless otherwise stated in Appendix 7, the party who receives the material may only use the released material for his own purposes and only to the extent that it is necessary to maintain and further develop the program’s functions as it can be considered guaranteed and assumed in the protected agreement, cf. Appendix 2.

**10. Payment**

10.1 The payment to Danish Escrow Institute for this Escrow Agreement shall be an opening fee of DKK 17,500. In addition, an annual fee of DKK 5,900 (for holding up to 1TB data). Additional storage costs DKK 5,900 per TB.

10.2 Danish Escrow Institute shall charge half of the opening fee at the time of forwarding the first draft of this Escrow Agreement, and the remainder shall be charged when the Escrow Agreement is signed and returned by the parties.

10.3 The annual fee shall cover one free annual update. For further updates of the escrow material, DKK 2,000 shall be paid for update number 2, 3 and 4. Update number 5 and any additional updates are charged with DKK 1,000. This applies within the same subscription period.

10.4 The annual fee shall be charged in advance every 1 August. The first payment shall, however, be made at the time the Escrow Agreement is signed and shall amount to the proportion of the fee up to 1 August 202X.

10.5 The annual fee and any other fees may be regulated annually on 1 July with effect from 1 August but can always be regulated with 3 months’ notice.

10.6 The Customer shall pay DKK 1,500 per hour for inspection visits to cover Danish Escrow Institute’s expenses.

10.7 All prices are exclusive of Danish VAT.

10.8 Unless otherwise stated in Appendix 8, the Customer shall be invoiced for the opening fee and the annual escrow fee.

10.9 If the invoices of Danish Escrow Institute have not been paid after two (2) written reminders, Danish Escrow Institute shall be entitled to terminate the Escrow Agreement. Copies of these reminders shall be sent simultaneously to the Distributor, the Developer and the Customer, giving the Customer the opportunity to protect his interests.

**11. Liability of Danish Escrow Institute**

11.1 In no way does Danish Escrow Institute guarantee for the content or the applicability of the material held in escrow.

11.2 Danish Escrow Institute shall only be liable for the direct loss that arises for the Customer or the Supplier resulting from wrongful or incorrect release or retention of the source material. Thus, Danish Escrow Institute shall not be held liable for losses on operations, loss of earnings or any other indirect losses.

11.3 Release or refusal to do so which complies with a Release Committee’s decision shall never be considered wrongful or incorrect.

11.4 Danish Escrow Institute’s liability shall not exceed DKK 500,000 per release, whether or not several parties are protected by the same Escrow Agreement.

11.5 Danish Escrow Institute shall not be liable for damage to or destruction of the source material while it is in the custody of Danish Escrow Institute. Consequently, either the Customer or the Distributor or the Developer shall be responsible for taking out appropriate insurance against damage to or destruction of the material held in escrow.

11.6 The Distributor and the Developer guarantee that they have the right to transfer the material held in escrow to Danish Escrow Institute and have the authority to hand over the material in accordance with the terms of this Escrow Agreement. If a file is not uploaded correctly, it is the Distributor and/or the Developer’s responsibility to send an email to the Danish Escrow Institute with information about the exact file name, file size and date of upload along with a request to delete the file. The Distributor and/or the Developer will then upload a new file.

11.7 Danish Escrow Institute can demand that the Customer, the Distributor and the Developer be jointly and severally liable for all claims that might arise vis-à-vis Danish Escrow Institute in the event that the Distributor and/or the Developer do not have the necessary rights to the material held in escrow.

**12. Termination of the Escrow Agreement**

12.1 The Escrow Agreement can be terminated at any time by the Customer, the Distributor, and the Developer jointly and by the Customer and the joint parties to this Escrow Agreement under the terms of the protected agreement.

12.2 Termination shall be in writing with 3 months’ notice to the end of a calendar month.

12.3 This Escrow Agreement can also be terminated under the terms of the protected agreement.

12.4 If the parties disagree as to whether the Distributor and the Developer are entitled to terminate this Escrow Agreement, the Escrow Agreement shall not be terminated until the Distributor’s and the Developer’s right to terminate has been documented by a final judgement, settlement, or arbitration award.

12.5 Danish Escrow Institute can terminate the Escrow Agreement at any time with 6 months’ written notice to the end of a calendar month. In the event that Danish Escrow Institute terminates the Escrow Agreement, Danish Escrow Institute shall as far as possible assist the parties in finding a new place of escrow.

12.6 Upon expiry/termination of the Escrow Agreement, Danish Escrow Institute will delete the material held in escrow and confirm deletion of the material and closure of the depository. Danish Escrow Institute can demand that the parties to this Escrow Agreement cover related expenses.

**13. Applicable Law and Venue**

13.1 Any disputes, claims or controversies arising from this Escrow Agreement that involve Danish Escrow Institute shall be settled in accordance with Danish law. If one of the parties to this Escrow Agreement takes steps to institute legal proceedings against another party to this Escrow Agreement and the dispute arises from this Escrow Agreement and involves Danish Escrow Institute, the case shall be brought before and settled by the Court in Glostrup, Denmark.

**14. Signature**

14.1 All parties receive a signed copy of the contract.

|  |  |  |
| --- | --- | --- |
| For the Distributor |  | For the Developer |
| Date: |  | Date |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| For the Customer |  | For Danish Technological Institute |
| Date: |  | Date |
|  |  |  |

# Appendix 1

##### Content of the escrow obligation

*A description of the Developer’s service is enclosed.*

# Appendix 2

##### The protected agreement

*A copy of the protected agreement between the parties is attached separately.  
Alternatively, you may write the title of the contractual basis here and specify that the wording in the contractual basis does not affect the responsibility of Danish Escrow Institute in relation to this Escrow Agreement.*

# Appendix 3

##### Contact persons, etc.

##### Contact person at the Developer:

|  |  |
| --- | --- |
| Company: |  |
| Contact person: |  |
| Address: |  |
| VAT-no.: |  |
| Tel.: |  |
| Mobile: |  |
| E-mail: |  |

##### Contact person at the Distributor:

|  |  |
| --- | --- |
| Company: |  |
| Contact person: |  |
| Address: |  |
| VAT-no.: |  |
| Tel.: |  |
| Mobile: |  |
| E-mail: |  |

##### Contact persons at the Customer:

|  |  |
| --- | --- |
| Company: |  |
| Contact person: |  |
| Address: |  |
| VAT-no.: |  |
| Tel.: |  |
| Mobile: |  |
| E-mail: |  |

##### Invoice to be sent to:

|  |  |
| --- | --- |
| Company: |  |
| Contact person: |  |
| Address: |  |
| VAT-no.: |  |
| EAN-number  (if applicable) |  |
| Tel.: |  |
| Mobile: |  |
| E-mail: |  |

# Appendix 4

##### Inspection

# Appendix 5

##### Conditions for release

##### Appendix 6

##### Release Committee

##### Specially appointed members, if any:

Name:

Name:

Name:

##### Special procedures:

##### Special provisions concerning remuneration:

##### Special deadlines:

# Appendix 7

##### Special agreements concerning right of use

# Appendix 8

##### Special agreements concerning remuneration and payment

# Appendix 9

##### Subsequent supplements or changes

# Appendix 10

**Price List - Distributor Agreement**

|  |  |
| --- | --- |
| **Distributor Agreement** | **DKK** |
|  |  |
| ***Opening*** |  |
| Opening fee upon signing the Escrow Agreement: | 17,500 |
|  |  |
| ***Annual subscription*** |  |
| Distributor Escrow: | 5,900 |
| One box (70 x 40 x 40 cm): | 7,100 |
| Digital storage – up to 1TB data: | 5,900 |
| Additional storage of 1 TB data: | 5,900 |
|  |  |
| ***Updates per customer (within the same subscription year)*** |  |
| First update is included in the subscription: | Free |
| Update no. 2-4, per update: | 2,000 |
| Update no. 5 and following updates, per update: | 1,000 |
|  |  |
| ***Inspection*** |  |
| Inspection of escrow material, which includes participation of the Danish Escrow Institute, per commenced hour: | 1,500 |
|  |  |
| ***Draft of Escrow Agreement and Consultancy Services*** |  |
| First draft of the Institute’s Escrow Agreement is included in the opening fee. Subsequent modifications per forwarded draft, per hour: | 1,500 |
|  |  |
| Consultancy in connection with quotations, specification and inspection of source material, hand-over transactions and legal assistance is provided in accordance with the *General Terms and Conditions regarding Commissioned Work Accepted by Danish Technological Institute* (see Appendix 11), per hour: | 1,500 |
|  |  |
| ***Conversion of Escrow*** |  |
| Conversion from physical to digital Escrow Agreement: | 3,000 |

***All prices are exclusive of Danish VAT***

***Prices are subject to change***

**Appendix 11**

**General Terms and Conditions regarding Commissioned Work Accepted by Danish Technological Institute\***

**General stipulations**

These General Terms and Conditions shall apply to all commissioned work performed by the Danish Technological Institute (“the Institute”) for a contract party (the “customer”), including, but not limited to, counselling, instruction, information retrieval and communication, testing, research, sale and leasing. Unless otherwise agreed, these General Terms and Conditions shall also apply to any other and subsequent agreements between the Institute and the customer. Unless specifically accepted in writing by the Institute, any deviating provisions or provisions to the contrary contained in the order placed by the customer or in his acceptance shall not apply.

However, the Institute’s “General Terms and Conditions regarding Certification, Inspection or Approval Bodies Associated with the Danish Technological Institute” shall apply to commissioned work relating to certification, inspection or approval schemes.

**1. Scope of commissioned work**

1.1 The nature, contents and financial conditions of the commissioned work shall be stated in a written agreement. Any amendments to the agreement shall be in writing.

1.2 Time schedules, price estimates, etc. are approximate unless otherwise agreed in writing. If the Institute foresees major delays or budget overruns compared to the agreed terms or material obstacles to the performance of the commissioned work, the customer shall be informed thereof, following which he shall be entitled to change or stop the work, cf. clause 6.1.

1.3 The Institute shall be entitled to a fee for work performed regardless of whether the results expected by the customer are achieved, unless it has been agreed in writing between the parties that the Institute’s fee is contingent upon the achievement of concrete, specified results.

1.4 The Institute shall be entitled to have commissioned work performed by a sub-contractor.

**2. Professional discretion**

2.1 The Institute will observe customary professional discretion with respect to disclosure of the performance of commissioned work and with respect to any agreements. A special agreement in writing shall be concluded if the customer requires secrecy as such, for example regarding know-how of the customer that may come to the knowledge of the Institute during the performance of commissioned work.

2.2 If any test or development work leads to results of interest to the general public, the Institute may publicly announce such results unless otherwise agreed in a secrecy agreement as mentioned under clause 2.1.

2.3 When the Institute undertakes work that involves an assessment of a service provided by a third party, the customer accepts and understands that the Institute may approach such third party and other relevant bodies in order to obtain information for use in performing the work.

2.4 The Institute shall at any time be entitled to pass on information, which the Institute is under a statutory obligation to disclose.

2.5 If, in the course of performing commissioned work, the Institute becomes aware of factors that in the opinion of the Institute may cause material damage to health or environment, the Institute may, if required, inform the customer thereof. In the event that the customer does not, as quickly as possible, take the steps necessary to prevent or limit the risk of material damage to health or environment, the Institute shall, notwithstanding any separate agreement on discretion or secrecy, be entitled to pass on such knowledge to the relevant authorities.

**3. Reference to results, etc.**

3.1 The customer may only publish the reports of the Institute in their entirety.

3.2 The customer may not mention or refer to the Institute or the Institute’s employees for advertising or marketing purposes unless the Institute has granted its written consent in each case. Such consent shall lapse if the customer stops or postpones the work, cf. clause 6.1.

3.3 Course material issued by the Institute may not be copied or duplicated. Course material on loan from the Institute shall remain the property of the Institute.

3.4 The Institute shall be entitled to demand that the customer returns reports, etc. prepared by the Institute together with the pertinent documents if the Institute discovers any errors or defects in such material.

**4. Rights relating to the results of the commissioned work**

4.1 The tangible material produced by the Institute in connection with commissioned work and the right to utilise such material, shall be the property of the customer.

4.2 Know-how and other intangible property rights developed by the Institute or ascertained by the Institute in connection with performing the work shall be the exclusive property of the Institute.

**5. Fees and terms of payment**

5.1 Commissioned work shall be performed according to account rendered based on the hourly rates from time to time fixed by the Institute including transport charges and other outlays.

5.2 In respect of long-term work, the Institute shall be entitled regularly to adjust the hourly rates stated under 5.1. The customer shall receive notice of such adjustments 30 days prior to the date on which they come into force.

5.3 The Institute shall be entitled to issue invoices on account once a month for work performed in the past month.

5.4 In case of overdue payment of balances due to the Institute, interest shall be charged at the rate of 1.5% for each commenced period of one month.

**6. The right to change and cancel orders**

6.1 If the customer issues instructions to stop or postpone the work, cf. clause 1.2, work already performed shall be paid for according to invoice, just as the customer shall reimburse the Institute for any costs incurred in connection with the cancelled or postponed work that the Institute has already undertaken to pay, such as expenses to a third party, special equipment or premises, etc.

6.2 Moreover, the nature or scope of commissioned work may only be changed subject to the written consent of the Institute.

**7. Liability**

7.1 The Institute shall be liable towards the customer for any errors and negligence in connection with the performance of the work pursuant to the general rules of compensation of Danish law, subject to such limitations as follow from clauses 7.2 to 7.12. the Institute shall in no event be liable for circumstances or events causing a loss that are not attributable to any errors or negligence on the part of the Institute.

7.2 If the performance of commissioned work is stopped or postponed (cf. clause 6), the Institute shall not be liable for any defects or errors in work already performed.

7.3 The Institute shall not be liable for injury or damage arising in connection with the use of counselling provided by the Institute or test or control reports prepared by the Institute if the use thereof is outside the scope of the commissioned work or the specified objects.

7.4 If the Institute’s work is not concluded with a report or the delivery of a service, or if the service provided consists of a statement in which it is specified that it is based on an estimate or assessment, the Institute shall not be held liable unless the Institute is guilty of gross negligence.

7.5 Unless the Institute has issued a written warranty for the completion of the work at a specific time, the Institute shall not accept liability for loss or damage caused by delays in the performance of commissioned work.

7.6 The Institute shall not be held liable for tortious acts on the part of any one of the Institute’s sub-contractors, unless such sub-contractor has been appointed by the Institute without being proposed or approved by the customer.

7.7 In case of joint liability between the Institute and one or more parties, the Institute shall only accept liability for such proportion of the loss suffered by the customer as is accounted for by the share of the overall liability attributable to the Institute.

7.8 If the Institute has undertaken, on behalf of the customer, to verify that services provided by a third party to the customer are according to contract, the Institute shall only be held liable for loss or damage that the customer might suffer owing to the Institute’s failure to point out, in due time, that a specific service is not according to contract. Thus, the Institute’s liability shall be subordinated to the claim for compensation that the customer may make against the third party in question, and the Institute’s liability shall moreover by subject to the other limitations stated in this clause 7.

7.9 If the Institute has received samples or equipment from the customer, the Institute shall exclusively be held liable for loss of or damage to such samples or equipment if an agreement in writing has been made with the customer to return such samples and equipment. In addition, in such event, the Institute shall only be held liable if it can be substantiated that the Institute is guilty of gross negligence, and the compensation can in no event exceed the cost of the material necessary for manufacturing the samples or equipment in question. If the return of samples and equipment has not been agreed upon, the Institute will only keep such samples and equipment for a period of up to six months after the completion of the work.

7.10 The Institute cannot be held liable for more than the direct loss suffered by the customer. Thus, the Institute shall not be held liable for losses on operations, loss of earnings or any other indirect losses. The Institute’s total liability shall not exceed DKK 1,000,000 for each individual claim except for bodily injury according to Danish law.

7.11 If any third party holds the Institute liable for bodily injury or damage to property caused by work performed by the Institute, including, but not limited to, product liability, the customer shall be obliged to indemnify and hold the Institute harmless from any claim exceeding the amount of any claim(s) that can be brought against the Institute pursuant to the provisions of this clause 7. The Institute may request the customer to defend any such claim on behalf of the Institute.

7.12 The Institute cannot be held liable for claims regarding loss, damage or injury that have not been made in writing within three years after delivery by the Institute of the service in respect of which the claim is made. In addition, the Institute’s liability is contingent upon the customer complaining in writing as soon as he has become aware of, or should have become aware of, the existence of a potential claim for compensation against the Institute. Notwithstanding the said time limit of three years, the Institute shall not be liable for any damage or injury that was impossible to foresee in view of the know-how and technology available at the time of the performance of the commissioned work. 2/2

7.13 If the Institute is prevented from performing its obligations under the agreement as a result of extraordinary external factors which should not have been foreseen by the Institute at the time when the agreement was concluded (force majeure), this will not be deemed to constitute breach.

**8. Disputes**

8.1 Any dispute or controversy arising between the Institute and the customer shall be settled according to Danish law by the Court in Glostrup, Denmark, however, if the case is within the jurisdiction of the Danish Maritime and Commercial Court, the case will be brought before the said Court.

\* In Danish, the name “Teknologisk Institut” is used.

**Appendix 12**

**Technical solution for data storage - Microsoft Azure**

This appendix complements the main contract with information about the technical solution for data storage. Focus is on the primary aspects of the data storage solution, encompassing Microsoft Azure usage, storage account details, access control, data transfer, monitoring procedures, and compliance considerations. This information aims to assure transparency and confidence regarding the security, accessibility, and longevity of the stored data, in addition to compliance with appropriate regulations. This appendix is an integral part of the agreement and should be read in conjunction with the main contract.

**Microsoft Azure Utilization**

We have chosen Microsoft Azure as our cloud platform for data storage due to its robust capabilities, scalability, high availability, and stringent security measures. Azure's comprehensive compliance align with our commitment to meet regulatory standards, ensuring not only secure data storage, but also compliance with relevant data protection laws.

Our solution includes:

* An enterprise account under Danish Technological Institute on Microsoft Azure.
* A Resource Group created within this account.
* A Storage Account established within this Resource Group.

This arrangement enables efficient resource management, streamlined operations and high data security.

**Details of the Storage Account**

Our data storage solution is supported by the Azure Storage Account, offering secure storage of our data. To maintain high compliance and security levels, we have kept the vast majority of Azure's default settings – and kept modifications to a minimum. Our Storage Account specifics:

* Located in the Sweden Central region to ensure reliable performance and robust data protection measures.
* Geo-Redundant Storage (RA-GRS) for high availability and durability, replicating our data in a secondary geographical location to guard against regional outages.
* Activation of the 'soft delete' feature for blobs with a 30-day retention period, providing a recovery window for unintentionally deleted data.
* Adherence to Azure's recommended best practices for data security by maintaining default security settings.
* Secure FTP (SFTP) enabled for secure data transfer.

This configuration allows us to exploit Azure's robust features, at the same time, retaining control over data and ensuring high safety and integrity.

**Access Control Measures**

We have implemented stringent access control measures to maintain data security. Only authorized personnel can access our Storage Account and the stored data.

Our Access Control setup includes:

* Limited direct access to Resource Group and Storage Account to a small and select group of employees at Danish Technological Institute.
* Distributor and/or Developer access the escrow storage via Secure FTP (SFTP) and does not have direct access.
* Distributor and/or Developer generate an SSH key pair on his/her own computer using the SSH keygen tool (e.g., "ssh-keygen -t rsa"). The public key is then sent to Danish Technological Institute by e-mail: escrow@teknologisk.dk.
* The Institute uploads the received public key to the Azure SFTP management website, enabling the supplier to establish a secure connection to the storage.
* Clear definition of the Supplier's role and access rights.

**Procedure for Data Transfer and Monitoring**

Our data transfer and monitoring processes ensure secure data transmission and complete visibility into our data operations.

Our data transfer and monitoring setup includes the following:

* Distributor and/or Developer use his/her Secure FTP (SFTP) account to upload source codes and other necessary data.
* Activation of Azure's logging feature to track all activities on our storage account.
* Real-time monitoring of our data operations facilitated by a webhook notifying Danish Technological Institute's API service when a new file is received on Azure SFTP.

**Compliance Considerations**

Compliance with relevant regulations and industry standards is essential for our data storage solution.

Our compliance strategy includes:

* Minimizing changes to Azure's default settings to maintain compliance.
* Adjusting settings only when necessary for our specific operational needs.
* Review of compliance status and implementation of updates regularly and as needed.

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