

Crisis support (24/7)

This agreement of subscription has been entered into between
Dr.Dropin BHT AS ("Dr.Dropin Business"), org. No. 927 103 036, and
The customer, as specified and accepted in www.app.dealbuilder.io

1. SCOPE OF THE AGREEMENT

Dr.Dropin Bedrift undertakes to assist the Customer with 24/7 crisis support. The Customer is responsible for ordering services and Dr.Dropin Bedrift is responsible for the execution of ordered services. The agreement applies to all employees.

The customer undertakes to create the right conditions in the business for the practical implementation of the tasks that Dr.Dropin Bedrift must perform and which have been agreed in the plan for assistance.

2. BILLING

Invoicing occurs annually for the affiliation. The date of agreement is considered as the annual invoicing date if otherwise not agreed upon. The affiliation is invoiced in advance, and an invoice is issued with a 15-day payment deadline, unless otherwise agreed in writing.

Dr.Dropin Bedrift reserves the right to adjust the affiliation fee in line with the annual increase in CPI and in the event of changes in employees in the business. The customer agrees to notify of changes in the number of employees. The customer will be charged for the service performed upon the transfer of business and employee journal records.

Payment default occurs if the customer does not pay upon maturity according to the payment terms.

3. RESPONSE TIME

Dr.Dropin Business is committed to maintaining a 24/7 crisis hotline throughout the year. Response times on the phone may vary, but the average wait time is expected to be less than 5 minutes.

When referring to a Crisis Psychologist, the first consultation will take place no later than 24 hours from the time of booking. In the case of further referral to a 24/7 emergency response center, the same commitments apply as for the crisis hotline.

4. DURATION

The agreement applies for the period agreed upon between the Customer and Dr.Dropin Bedrift, further specified in the contract. The agreement can be terminated at any time with effect from the time of termination. Upon termination, the Customer agrees to pay for the month started.

5. MARKETING

By approving this agreement and these terms and conditions, the Customer accepts that a newsletter/information letter is sent out in accordance with the Marketing Act §15, third paragraph on "existing customer relationships. If the Customer wishes to unsubscribe from the service, this can be done via the unsubscribe link at the bottom of the letter.

The customer also accepts usage of their logo and name on Dr. Dropin Bedrift's website. Dr. Dropin Bedrift will not use logo or name actively in marketing without the prior approval of the Customer, but may, if they wish, use their name and logo on the website. Dr. Dropin Bedrift also reserves the right to use the Customer's name and logo in various sales presentations.

6. COLLABORATION

At the commencement of the agreement, Dr.Dropin Business will provide the Customer with the phone number to be used for contacting the crisis preparedness service.

7. DUTIES AND RESPONSIBILITIES

The customer undertakes to arrange the conditions in the business for assignments, services and practical reviews with personnel from Dr.Dropin Bedrift. In the event of a breach of agreement which results in significant delays, additional work or costs for Dr.Dropin Bedrift and their partners, this may be invoiced to the Customer at the applicable hourly rates at any given time. Agreements that are canceled by the Customer less than 48 hours before the agreed activity is to be carried out, will be registered as delivered and the Customer cannot claim a refund for this. When transferring company and employee records, the Customer is charged for the service performed. Where Dr.Dropin Bedrift's own special conditions deviate from this Agreement or the parties have made other agreements, these will take precedence. Dr.Dropin Bedrift undertakes to deliver the service in line with what was agreed and to ensure that the service is delivered in accordance with the requirements set out in accordance with the applicable law and regulations. If Dr.Dropin Bedrift is prevented from meeting or carrying out the service, a new agreement for carrying out the service must be drawn up as soon as possible.

8. CONFIDENTIALITY

If nothing else follows from this agreement, information that the parties become aware of in connection with the agreement and the implementation of the agreement shall be treated confidentially and not made available to outsiders without the consent of the other party. Confidentiality according to this provision does not prevent the disclosure of information that is required to

be presented in accordance with mandatory requirements in law or regulations. If possible, the other party must be notified before such information is provided. The obligation of confidentiality does not prevent the information from being used when no legitimate interest dictates that it be kept secret, for example when it is generally known or is generally available elsewhere. The parties must take the necessary precautions to ensure that unauthorized persons do not gain access to or become aware of confidential information. The duty of confidentiality applies to the parties' employees, subcontractors and third parties who act on the parties' behalf in connection with the implementation of the agreement. The obligation of confidentiality also applies after the agreement has ended. Employees or others who resign from their service with one of the parties shall be subject to a duty of confidentiality also after the resignation regarding matters as mentioned above.

9. PRIVACY AND DATA PROCESSING

Healthcare providers are required to follow guidelines to take care of documentation relating to record keeping and the time and place of the consultation. If you wish to delete information, the information will only be made available to the person who is medically responsible. We refer to our page on Privacy and cookies: <https://drdropin.no/personvernerklaering> for detailed information on how We process your personal data.

10. DEFAULT

The person who wants to claim that the agreement has been breached must complain in writing to the other party without undue delay after the person concerned became or should have become aware of the breach. In the event of payment default, Dr.Dropin Bedrift has the right to stop further work, consultation and communication until payment has taken place. In the event of non-payment that extends beyond the deadlines stated in the agreement, Dr.Dropin Bedrift will be able to terminate its part of the agreement and still be able to collect the sum resulting from the agreed.

11. DISPUTES

Any disputes must be resolved through negotiations and if the negotiations do not lead to progress, the matter can be taken to the district court. In the event of a dispute between the Customer and Dr.Dropin Bedrift, matters regulated in this agreement can be brought before the Oslo District Court. Any liability for damages is always limited upwards to the contract value. Complaints must be submitted no later than 2 months after the relationship became known to the Customer or Dr.Dropin Bedrift, or no later than 1 month after it has been demonstrated through communication/meetings that there is a disagreement.

12. MODIFICATION OF THE TERMS

Dr.Dropin Bedrift can change the terms of this agreement. In the event of major changes that Dr.Dropin Bedrift considers to be significant, the Customer will be notified in writing by e-mail about changes no later than 30 days before they come into force. If the Customer objects to these changes, the Customer has the right to terminate the Agreement with a claim for reimbursement for the part of the service that has not yet been delivered. The termination by the Customer must be in writing.

Dr.Dropin Bedrift's terms will always be updated at this address:

<https://bedrift.drdropin.no/avtalevilkar>