

LogisticsHub

Special terms

Version: September 2017

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1 Definitions and Abbreviations

In addition to definitions and abbreviations in the General terms section 1, the following shall apply to the Agreement with regard to the Services covered by these Special terms:

Term	Definition
AIDC	Automatic Identification and Data Capture
CCU	Cargo Carrying Unit.
LogisticsHub Access Principles	A policy document defining authorization rules for reading, creating or modifying data in the LogisticsHub database. This document is distributed to new User Organisation during the onboarding process to LogisticsHub prior to signing this Agreement.
Super user	User with extended privileges and duties related to the Service.

2 Service

2.1 Purpose

The purpose of LogisticsHub is to provide a solution for sharing information of CCU and their content for the Norwegian offshore industry, to increase visibility of the User organisations' logistics operations.

2.2 Description

For a general introduction to LogisticsHub please refer to the solution's homepage: www.epim.no/elh/.

LogisticsHub is designed to serve the needs of NCS operations for management of tracking information of cargo carrying units (CCU) and their content. LogisticsHub focus on managing event data. LogisticsHub data consists of events for identifying CCU movements in space and time, and in addition logistics data defining aspects such as CCUs, ownership, routes and necessary master data. The users of LogisticsHub are i.e. NCS operators of production licenses, suppliers to these NCS operators, CCU owners, transport companies and supply bases.

The core functionality of LogisticsHub is exposed as an API, and user organisations will need to implement an AIDC system within their own organisation for communication with LogisticsHub. A fine-grained access control model makes sure customers can only see contents that they are entitled to.

2.3 Access management

2.3.1 Access policy

The User organisation must be connected to the oil & gas industry network SOIL.

User organisation eligible for access to the LogisticsHub:

- All EPIM member organisations
- Companies that meets all the following conditions:
 - Companies having custody of Cargo Carrying Units in the logistics value chain for NCS
 - Companies with a Norwegian organization number

2.3.2 User organisation management

The process for requesting access to LogisticsHub for an organisation is described at www.epim.no/elh/.

2.3.3 User management

Each User organisation must nominate a minimum of two Super users with privileges for administrating the creation and maintenance of User accounts for personnel in own organisation

2.4 Support

The User Organisation's defined Super users will have access to the Support service.

2.5 Service level

2.5.1 Availability

Service level availability targets are 99.4 outside defined Maintenance Windows.

1. In general, 24/7 availability with best effort error handling.
2. Active Support and Software error handling provided from 08:00 to 16:00 on Norwegian business days.
3. Active monitoring of Infrastructure 24/7 and proven error handling from 08:00 to 16:00 on Norwegian business days.

2.5.2 Standard Maintenance window

The stated Maintenance window is set to be the third Tuesday in every calendar month from 18:00 to 22:00.

2.6 Data management

2.6.1 Data management

2.6.1.1 Data Ownership

User organisation shall retain all rights to all data which the User organisation, or a Third party on behalf of the User organisation, submits to the LogisticsHub.

The User organisation agrees to share its LogisticsHub data with other User organisations in accordance with defined LogisticsHub Access Principles.

The User organisation agrees to use other User organisation's LogisticsHub data solely in accordance with defined LogisticsHub Access Principles.

2.6.1.2 Data life-cycle

All data stored in LogisticsHub will be copied to the LogisticsHub back-up daily.

EPIM may periodically transfer older data to an archive. Such transferred data will then not be directly accessible in LogisticsHub, but a User organisation may request that data is retrieved from the archive and reinstalled in LogisticsHub at User organisation's cost. The LogisticsHub Access Principles shall still apply for any archived data.

2.6.2 Use of data

2.6.2.1 User organisation's use of data from the LogisticsHub

Data retrieved from LogisticsHub shall only be used in accordance with the purpose of the LogisticsHub service. These data shall not be shared outside own organisation.

2.6.2.2 Sharing of data in LogisticsHub

The User organisation is obliged to share data relevant to fulfil the purpose of the LogisticsHub.

If required the User organisation is obliged to obtain necessary approvals, prior to sharing data with the other User organisations in LogisticsHub.

2.6.2.3 Third party use of data

A Third party, which is engaged to act on behalf of a User organisation, cannot make LogisticsHub data retrieved on behalf of a User organisation available to any other users outside the User organisation's organisation, even if such other users belong to other User organisations of LogisticsHub and thus have the right to access the same data independently.

In a situation where more than one User organisation uses the same Third Party system, the User organisation is obliged to verify that LogisticsHub data are processed separately for each User organisation.

Data retrieved by a Third party on behalf of a User organisation may not be used for other purposes than the User organisation's benefit.

User organisation shall obtain a written confirmation from such Third party, that it will copy with restrictions set out above, prior to providing such Third party with access to LogisticsHub.

2.6.2.4 EPIM's use of data

EPIM will only use data provided by the User organisation in such ways and to such extent as is necessary to operate the LogisticsHub and to provide and improve the LogisticsHub and related services.

The User organisation acknowledges and agrees that EPIM, on a non-discriminating basis, may use aggregated statistical data related to the usage of the LogisticsHub service.

3 Service fees

EPIM charges no fee for access to, and use of, LogisticsHub.

4 Security

Terms as stated in General terms section 6 Security applies, with following addition:

- a) Information must be kept confidential according to the LogisticsHub Access Principles by the User organisation.

5 Processing of personal data

5.1 Categories of data subjects

During the provision of the Services, EPIM may process personal identifiable information limited to the following categories of data subjects:

- Users of the service

5.2 Personal identifiable information

Below a description of the various types of personal identifiable information that may be collected, stored and processed by EPIM on behalf of the User organisation:

5.2.1 User Account information

- Full name
- Email address
- Company (where user is employed)
- Phone number
- Mobile number
- Account status (active/deactivated)

5.2.2 User Activity event logging

- Last log-in
- Failed log-in attempts
- Log-in history
- Document/data accessed
- Originating IP address

5.2.3 User Preferences

No personal preferences categorized as personal identifiable information is stored.

5.3 Types of processing

Referring to categories of personal identifiable information as described in 5.2.

User Account information may be processed for the following purposes:

- Identify Users part of the login process.
- Sending important information to end users e.g. in case of service unavailability.

User Activity event logging information may be processed for the following purposes:

- Help diagnose problems reported to the LogisticsHub support by the User
- Aggregation to analyse and improve the performance of the service, but where data is then anonymized.
- Security event management

User preferences may be processed for the following purposes:

- Not applicable

5.4 Transfer of personal data to Third parties (except subcontractors)

Personal data will not be transferred to any Third parties.

5.5 Transfer of personal data abroad

The data will be stored by EPIM in Norway. The Contractors' service personnel may have access to data from countries outside EU/EEC, in accordance with applicable procedures.

5.6 Deletion of data

The User organisation can delete User accounts when appropriate.

User identifiable data will be deleted upon deletion of User account.

6 Termination

In addition to General terms section 8, the following terms applies:

- In case of termination of the Agreement, EPIM does not offer a service to extract data owned by User organisation.
- User organisation's data (which are not personal data) may or may not be deleted upon EPIM's decision. If deletion interrupts data consistency, or limits other User organisations' right to access data according to LogisticsHub Access Principles, User organisation's data will not be deleted.

7 EPIM's additional obligations

None

8 User organisation's additional obligations

- The User organisation is obliged to share data relevant to fulfil the purpose of the LogisticsHub
- User organisation is responsible for initiate the defined process to obtain an SSL certificate for secure machine-to-machine communication.

9 Governance

All decisions concerning design, maintenance, operation and functionality is decided by the LogisticsHub Reference group.

10 Change Log

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