

Legal Landing Page

The use of links in contractual documents

Introduction

At itm8, we use links in our contractual documents to reference underlying terms, policies, and conditions available on itm8's Legal Landing Page. We do this to ensure transparency and accessibility, while also enabling an up-to-date and consistent presentation of terms across our solutions and customers.

This memo outlines the difference between the use of static and dynamic links, as well as our approach to how itm8 ensures version control and traceability in relation to the links used.

Below is a list of the static and dynamic pages on itm8's Legal Landing Page:

Dynamic pages

- ❖ Independent Assurance Report, Certifications and Appendices
- ❖ Security on our locations and Operational Centers
- ❖ Terms for external suppliers and business partners
- ❖ Compliance in itm8
- ❖ Third Party Suppliers terms and conditions for Standard Third-Party Services
- ❖ Use of Sub-data Processors

Static pages

- ❖ Terms and conditions
- ❖ Third Party Services
- ❖ Commercial terms – Consultancy Services
- ❖ License terms
- ❖ Data Processing Agreement
- ❖ Service Targets

Static links

The following describes how we handle **static links** used for contract-related documents/terms, where the content must not be altered afterwards.

- ✦ **The content behind the link is not changed** unless a new version is created with a new link. The backend is structured as a file system with a root page called "Contract Versions." Beneath this root, the respective versions of the Legal Landing Page are organized, each corresponding to a specific contract version. Each page is assigned a unique 5-digit ID, which is referenced in our contracts. This ensures that the customer always accesses the exact version of the Legal Landing Page that matches the signed contract.
- ✦ **Changes to terms are never made silently.** When terms are updated, a new version is created as a separate page in the backend structure. The new version is assigned a new unique ID and thus a new link. This makes it possible to document and retrieve exactly the version that was in effect at the time the agreement was entered into.
- ✦ Customers can therefore have full confidence that **the terms applicable to an agreement are exactly those that were agreed upon and documented** – and that these cannot be changed unilaterally or without consent.

We also archive all version histories of static pages internally, and we are able to document at any time which version of a document was in effect at the time the agreement was entered into.

Dynamic links

The following describes how we handle **dynamic links** used for contract-related documents/terms, where the content is continuously updated.

- ✦ Dynamic links always point to **a single central version** of the document and differ from static links in that they retain the same unique 5-digit ID in the backend – even when the content is updated. Updates are made in one place, and all existing links, regardless of where they are used, will automatically display the latest version. This eliminates the risk of customers accessing outdated or invalid terms.
- ✦ The use of dynamic links on itm8's Legal Landing Page is about ensuring **relevance, consistency, and legal certainty** in the handling of documents that change over time. What all dynamic pages have in common is that they are continuously updated – whether due to technological developments, new partnerships with third parties, changes in terms from third parties over whom itm8 has no influence, or other external factors that require itm8 to respond actively and implement the necessary changes in our legal framework for itm8.
- ✦ Customers can therefore trust that the documents they access via **dynamic links always reflect the current version** – and that itm8 continuously ensures the content complies with applicable requirements and practices.

The described methods for handling static and dynamic links provide both IT robustness and legal assurance – ensuring that the collaboration between itm8 and our customers is based on clear, transparent, and well-defined principles.