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Connection Terms

Version 1.0 | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/terms-of-use/connection-terms>Superseded by Platform Terms v2.0, Section 15 (prduct.com/terms-of-use)**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances**

Prduct ApS

Last Updated: 15. November 2025

1. INTRODUCTION

1.1 These Connection Terms apply when you are invited to access the Prduct Platform through a supply chain relationship with a paid subscriber (the “Sponsoring Subscriber”).

1.2 These Terms supplement the Prduct Terms of Use (prduct.com/terms). Both apply to Connected Users.

1.3 Your agreement is with Prduct, not with the Sponsoring Subscriber. Each user is independently responsible for complying with applicable terms.

2. WHAT IS A CONNECTED USER?

2.1 Definition. A Connected User is someone invited by a Sponsoring Subscriber to participate in their supply chain data exchange, either as:

- A supplier (upstream)
- A customer (downstream)
- Another supply chain partner

2.2 Types of Connections:

(a) Upstream Connection (You as Supplier)

You provide product data, compliance documentation, specifications, or other information to the Sponsoring Subscriber who is your customer.

(b) Downstream Connection (You as Customer)

You receive product data, compliance information, or other information from the Sponsoring Subscriber who is your supplier.

(c) Other Supply Chain Connections

You may have other collaborative relationships (logistics partners, co-manufacturers, etc.) facilitated through the Platform.

3. HOW CONNECTION WORKS

3.1 Invitation Process:

1. Sponsoring Subscriber sends you an invitation email

2. You click "Accept Connection"
3. You create a Prduct account (or link existing account)
4. You accept these Connection Terms
5. Connection is established

3.2 No Direct Payment to Prduct. You do not pay Prduct directly for basic access provided through your connection. The Sponsoring Subscriber pays for their subscription which enables them to invite you.

3.3 Independent Account. You have your own independent Prduct account with your own login credentials. You are not a "sub-user" of the Sponsoring Subscriber.

4. SPONSORED FEATURES

4.1 What Are Sponsored Features? The Sponsoring Subscriber may enable certain Platform features or modules for you at no direct cost to you, such as:

- EUDR compliance tools
- Enhanced data export capabilities
- Advanced compliance analyses
- Specific modules relevant to your supply chain relationship

4.2 Access Conditional. Your access to Sponsored Features:

- Depends on the Sponsoring Subscriber maintaining their paid subscription
- May be revoked if the Sponsoring Subscriber downgrades, terminates, or stops sponsoring your access
- May be subject to module-specific terms

4.3 No Guarantee of Continued Access. You have no contractual right to continued access to Sponsored Features unless you upgrade to your own paid subscription.

4.4 Prduct Not Responsible. If the Sponsoring Subscriber terminates their subscription or your connection, Prduct has no obligation to maintain your Sponsored Features.

5. YOUR RESPONSIBILITIES

5.1 Data You Provide. You are responsible for:

- The accuracy and legality of all data you upload
- Obtaining necessary consents for any Personal Data
- Complying with applicable laws (GDPR, export controls, etc.)
- Not uploading confidential data you're not authorized to share

5.2 Data Quality. You warrant that data you provide:

- Is accurate and up-to-date
- Does not violate any third-party rights
- Complies with your own contractual obligations to the Sponsoring Subscriber

5.3 Your Own Due Diligence. You must conduct your own verification of any data received from the Sponsoring Subscriber. Do not rely solely on Platform data for critical business or compliance decisions.

6. CRITICAL: DATA SHARING LIABILITY

6.1 No Product Liability for Data Accuracy. Product is a technology platform that facilitates data exchange. Product does not:

- Verify the accuracy of data shared between parties
- Take responsibility for business decisions made based on Platform data
- Guarantee the completeness or quality of shared data

6.2 Liability Between Connected Parties. Neither you nor the Sponsoring Subscriber shall be liable to each other for:

- (a) The accuracy, completeness, or quality of data shared through the Platform;
- (b) Business decisions made based on data received through the Platform;
- (c) Any losses arising from reliance on data shared through the Platform;
- (d) Compliance obligations imposed by regulators based on shared data.

For critical supply chain relationships involving significant risk or regulatory requirements, we strongly recommend that you and the Sponsoring Subscriber enter into separate commercial agreements that specifically address data quality standards, warranties, liability allocation, and compliance responsibilities. Such agreements can be documented, shared, and digitally signed directly within the Platform as part of your supply chain policy management.

6.3 Your Own Verification Required. Each party should:

- Conduct its own due diligence on data received
- Verify critical information through other means
- Not rely solely on Platform data for regulatory compliance
- Maintain independent compliance programs

6.4 Direct Agreements Recommended. For significant supply chain relationships, we recommend you and the Sponsoring Subscriber enter into separate commercial agreements that address data quality, liability, and compliance obligations.

7. DATA OWNERSHIP AND VISIBILITY

7.1 You Own Your Data. You retain ownership of all data you upload to the Platform.

7.2 Control Over Data Sharing. The Platform provides settings that allow you to control what data is shared:

- (a) You choose which specific data fields are visible to the Sponsoring Subscriber
- (b) You can configure sharing permissions for different data categories
- (c) If configured correctly, you do not share anything you don't want to share
- (d) Default settings may vary – you are responsible for reviewing and configuring your sharing preferences

7.3 Data Visibility When Shared. Data you actively choose to share may be visible to:

- The Sponsoring Subscriber who invited you
- Other parties in the supply chain as configured by the Sponsoring Subscriber (e.g., their customers or other suppliers)

- This visibility depends on how the Sponsoring Subscriber has configured their supply chain network

7.4 Review Your Settings. You should regularly review your data sharing settings to ensure you're only sharing what you intend to share. Prduct provides tools to manage these settings, but you are responsible for using them correctly.

7.5 Data Retention After Disconnection. If the connection is terminated:

- You retain access to your own data in your account
- The Sponsoring Subscriber may retain copies of data you previously shared (subject to their data retention policies and any separate agreements between you)
- Data already shared cannot be "recalled" from the Sponsoring Subscriber's system

8. SERVICE LEVELS FOR CONNECTED USERS

8.1 Best Efforts. Unless you have your own paid subscription, you receive Platform access on a "best efforts" basis with no service level guarantees.

8.2 Tied to Sponsor's SLA. If the Sponsoring Subscriber has a Service Level Agreement with Prduct, you benefit indirectly from their uptime commitments, but you cannot directly enforce SLA terms against Prduct.

8.3 Support. Connected Users without a paid subscription receive:

- Community support (documentation, FAQs)
- Email and chat support (non-priority, best efforts)
- Support requests should be directed to the Sponsoring Subscriber in the first instance for supply chain-specific questions

9. TERMINATION OF CONNECTION

9.1 By You. You may terminate your connection at any time by:

- Clicking "Disconnect" in the Platform
- Notifying the Sponsoring Subscriber
- Sending written notice to support@prduct.com

9.2 By Sponsoring Subscriber. The Sponsoring Subscriber may terminate your connection at any time (e.g., if you're no longer their supplier or customer).

9.3 Effect of Disconnection:

- You lose access to Sponsored Features
- Your own uploaded data remains accessible to you
- Data you've shared remains with the Sponsoring Subscriber (subject to their retention policies)
- You may continue as a Free Tier User (subject to Free Tier Terms) or upgrade to a paid subscription

9.4 Automatic Termination. Your connection automatically terminates if:

- The Sponsoring Subscriber's subscription terminates
- The Sponsoring Subscriber downgrades to a plan that doesn't include supply chain connections

- Your commercial relationship with the Sponsoring Subscriber ends (should be communicated by either party)

10. UPGRADING TO PAID SUBSCRIPTION

10.1 You May Upgrade. You can upgrade to your own paid subscription at any time to:

- Gain access to all features regardless of Sponsored Features
- Invite your own suppliers/customers
- Receive priority support from Product
- Eliminate dependency on the Sponsoring Subscriber's subscription

10.2 Benefits of Upgrading:

- Service Level Agreement with uptime guarantees
- Priority email and chat support
- Full API access
- Ability to sponsor your own supply chain partners
- Enhanced data export and analytics
- No risk of losing access if Sponsoring Subscriber terminates

10.3 Independence. With your own paid subscription, you are no longer dependent on the Sponsoring Subscriber for Platform access (though you may still maintain the connection for data sharing purposes).

11. MULTIPLE CONNECTIONS

11.1 Multiple Sponsors Allowed. You may be connected to multiple Sponsoring Subscribers (e.g., multiple customers who are all Product users, or multiple suppliers).

11.2 Separate Connections. Each connection is independent. Termination of one connection does not affect others.

11.3 Data Segregation. You control which data is visible to which Sponsoring Subscriber through your sharing settings.

12. COMPLIANCE OBLIGATIONS

12.1 Your Compliance. You remain responsible for:

- Complying with all applicable laws and regulations
- Meeting your own regulatory obligations (EUDR, REACH, product safety, etc.)
- Ensuring data accuracy for compliance purposes
- Obtaining required certifications and documentation

12.2 Platform as Tool Only. The Platform is a data management tool. It does not:

- Replace your compliance obligations
- Provide legal or regulatory advice
- Guarantee compliance with any regulation
- Substitute for required certifications or audits

12.3 Sponsoring Subscriber's Requirements. The Sponsoring Subscriber may request specific data or documentation from you to meet their compliance obligations. Such requirements stem from your commercial relationship, not from Prduct.

13. MODIFICATIONS

13.1 We may modify these Connection Terms at any time with 30 days' notice via email.

13.2 If you object, you may terminate your connection. Continued use after the notice period means acceptance.

14. CONTACT

Questions about Connection Terms?

Email: support@prduct.com

Legal inquiries: legal@prduct.com