

CarbonLink Terms of Service

This document contains the normative, binding conditions that apply to the service provider regarding the CarbonLink service (further known as Service) and its production.

The document also contains descriptive sections concerning the current situation that do not bind the service provider.

Changes to Terms of Service

The provider will inform of any up and coming changes to the terms of service 28 days before the change. If the customer does not want to accept the changes, they have the right to terminate the contract before the changes take place.

What is the CarbonLink service?

In the service the customer organization can explore its own carbon footprint. The footprint is counted using the financial data provided by the customer: Invoices and expense reports. The customer can also upload their accountancy data, which enables carbon footprint reporting in various ways, e.g. by cost center and by account.

The service includes a user interface in addition to the calculation, where the users can control the service, upload data, and look at calculation results with different kinds of reports and visualizations.

The results provided by the service are evaluations and forecasts, and the provider will not be accountable for their accuracy or any financial detriment caused by them.

The customer has the right to use the calculation results, reports and visualizations in the way they see fit.

How does the service get the required data?

The service offers data upload through the internet through an online interface. The service also searches data from other systems through interfaces.

The interface is implemented by creating a new user environment by creating a new API (Application Programming Interface) key, which is then linked to the financial management system that created the interface.

Bringing data from an external system is implemented according to the financial data management system's instructions. Generally this is done by bringing an API key into the service.

Some systems link into the service directly with user accounts without keys. In these cases it is recommended that the customer creates a separate user account for bringing in the data, for technical use only, with no separate employee using the account for other functions.

Changes in the interface that will not retroactively function and thus will require changes in the implementing processes of the interface will be notified at least 28 days before the changes are made.

In most cases the newer version of the interface can be used in tandem with the old one during the transitional period. The new version can also be accessed in the development mode.

How do you log into the service?

Logging into the service is done through the user's own account, either a Google account ("Sign In With Google"), or with a Microsoft O365 account (Azure AD).

Both means of logging into the service enable multi-factor authentication (MFA) according to the customer's own settings, and the customer's own user control.

The customer has the right to add the number of people they need to use the carbon calculation system into the CarbonLink service. The customer is responsible for the choice of users that have access to the customer's information.

When does the service receive updates and maintenance breaks?

The service is constantly being updated and developed. The system receives constant updates, even up to several times a day. Due to the updates the system may have short (a few minutes) breaks. Larger service breaks such as database updates or urgent security patches will take place outside business hours.

How and where is the data stored?

The service operates through one or several data centers located inside the EU/EEA.

We have chosen the Google Hamina (Finland) data center for the service (europe-north1, <https://www.google.com/about/datacenters/locations/hamina/>), which offers fast connections to the Nordics and is one of Google's most environmentally friendly data centers (<https://cloud.google.com/sustainability/region-carbon>). All Google data centers also fulfill the required standards concerning data security and data protection (<https://cloud.google.com/security>).

The operating systems and programs (e.g. databases) are updated automatically. The service environments (like the development environment) and their parts are separated from one another, and do not contain e.g. cross-read privileges.

Administrator privileges for the service (including access to data) are only given to the employees cleared to actually require the privileges in their work.

The admins will log into services using multi-factor authentication with physical security tokens (FIDO2). The workstations used by the admins are also encrypted.

The provider of the service is not accountable for the permanence of the data inside the service. The system does not save original financial data.

The internal save file format of the processed data may change as the system develops. The system trusts in the permanency of the original financial data, and the calculations can also be reprocessed if needed.

A data backup of the internal data and calculations exists. The calculation data is stored for as long as it is relevant for scientific research, analysis of data and development of the CarbonLink service.

What information is stored by the service and how are they used?

The algorithms that form the base for the calculations do not need or understand the personal information in the data. The parts in the electronic purchase invoices that contain personal data (e.g. buyer and seller personal info) will be removed as a part of the processing and calculation, and the data will not form a personal information registry.

The provider of the service has a non-exclusive and permanent right to handle and use the financial data it gains and the calculation data produced from it in confidentiality in a capacity that is required to offer, develop, improve, test and market the service. The use of the data for the aforementioned reasons cannot be forbidden by the customer.

All rights to the results and products based on or created from the data, such as service analyses, statistics and other anonymized information belong to the service provider. The customer will have access to the results and products produced from their own data.

The provider of the service has the permanent right to use the data in the service for scientific research, in an anonymized format.

The information in the service can be used for third party audits.

Processing is usually almost instant, but in error situations this can last for an undetermined amount of time. These include e.g. sudden service breaks or changes in external services which provide information on companies, products and services. The processing will continue and will be finished when the errors are repaired. Information is deleted if the error cannot be repaired, and the calculations will not be finished.

In addition to financial data, the service includes necessary information on e.g. users. This personal data is subject to normal information security and safety-related legislation and processes.

Unreasonable service use

If the customer intentionally uses the service in a manner which hinders, harms or prevents the use of the service to other customers or weakens the availability or permanency of the service, either intentionally or unintentionally, the service provider has the right to limit the use of the service.

In serious and recurring misuse cases the service provider has the right to terminate the contract.

In these cases, any and all service fees paid by the customer are not returned.