

Rabelink Logistics BV & Co. KG
General terms and conditions 2026
Version 1.1 28-01-2026

1. General

- 1.1 Unless expressly agreed otherwise in advance and in writing, these terms and conditions apply to all our quotations and/or agreements concluded by us with our clients, whereby we (the contractor, i.e. Rabelink Logistics BV & Co. KG, hereinafter referred to as 'Rabelink') undertake to transport, order and/or distribute goods, provide mediation, store goods, deliver or rent movable and immovable goods, or provide any other service whatsoever.
- 1.2 In these terms and conditions, 'client' is taken to mean each (legal) person who has entered into an agreement with us, or who wishes to do so, and apart from this person, his representative(s), authorised agent(s), assignee(s) and successor(s).
- 1.3 The terms and conditions of our client are not applicable to the quotes and agreements referred to in paragraph 1, unless we have explicitly stipulated otherwise in writing.
- 1.4 We and the client have agreed that, once something is contracted under application of these terms and conditions, future quotes and agreements will also be subject to these terms and conditions.
- 1.5 If, as appropriate, we do not invoke the provisions of these terms and conditions, it does not mean we have waived our right to invoke these terms and conditions in other cases.
- 1.6 We are obliged to ask the client for instructions in the event of irregularities during the work that hamper execution, or as a result of which the work can no longer be carried out in accordance with the instruction given.
- 1.7 The costs in connection with asking for instructions and the costs for executing the instructions will be reimbursed to us by the client.

2. General

- 2.1 Depending on the nature of the entire instruction, work or other performance or of any part thereof that can reasonably be regarded as an independent part, the following or alternative general standard terms and conditions and regulations generally accepted in the relevant industry apply in addition to these terms and conditions, insofar as these conditions are not explicitly deviated from in these terms and conditions, namely:
- a. on all our national transport activities: the General Transport Conditions 2002 ("GTC"). In the case of international transport, the CMR Convention applies;
- b. in the event of carrying out transport (forwarding in the narrow sense) with regard to all modes of transport other than road transport, we act exclusively as carrier within the meaning of Article 8:60 of the Dutch Civil Code, regardless of how we are described in any documentation, including freight documents. The Dutch Forwarding Conditions 2018 apply specifically to the carrying out of transport and the performance of customs activities in the broadest sense of the word;
- c. the LSV (2014) apply to all our other activities, in particular, but not limited to, storage, transshipment and value-added services such as labelling, packaging, repackaging, assembly and disassembly work;
- d. the complete AVC/CMR/LSV/FENEX conditions are available on request and will be sent free of charge.
- 2.2 We are at all times entitled to declare general terms and conditions other than those referred to in Article 2.1 explicitly applicable to a certain instruction, activity or other performance.
- 2.3 In the event of a dispute between our client and Rabelink (contractor) about which terms and conditions referred to in this article apply or applied, Rabelink is entitled to decide which terms and conditions apply or applied.

3. General

Unless explicitly agreed otherwise in writing, all instructions are carried out in a sequence to be stipulated by us, in the course of which the capacity of the device available to us and the utilisation rate determine the moment that the instructions commence and are completed. We are free to choose the way in which instructions are carried out, unless explicitly agreed otherwise.

4. Equipment

- 4.1 We are not liable for damage and costs, other than those caused by intent or gross negligence on our part, of whatever nature and arising when a client or any third party, against payment or otherwise:
- a. uses our equipment;
- b. has asked us to carry out certain work that does not form part of any agreements already concluded, and we have acted in accordance with instructions given by or on behalf of the client and/or that third party.

5. Filed text

- 5.1 In the event of differences between the filed text of these terms and conditions and other texts printed, translated and/or distributed, only the filed text will apply.
- 5.2 Notwithstanding any provisions to this effect in the general terms and conditions referred to in Article 2, disputes between us and the client will be submitted exclusively to the competent Dutch court.
- 5.3 All legal relationships between us and the client are governed by the laws of the Netherlands.

6. Transport

- 6.1a. Within the framework of transport activities, loading and unloading activities are not included in the transport. The client therefore indemnifies us against all claims of whatever nature and cause;
- b. if the loading and/or unloading activities are unexpectedly included in the transport, our liability with regard to these activities is equal to our carrier liability;
- c. if the client presents a container or containers with contents for transport and this container or these containers were not loaded by us, we are not liable for damage as a result of the loading method. The client indemnifies us against any third-party claims in that respect.
- 6.2 The client or shipper will never exceed the maximum loading weight permitted by law for the vehicle in question. In that regard, the client indemnifies us against the consequences of and/or damage caused by overloading, if this fact is the result of the client's or shipper's working method. Any claims/costs arising from overloading will at all times be recovered from the client.

7. Transport

- In addition to the other stipulations in these general terms and conditions, the provisions of this article apply to all transports for which special permission or exemption from one or several authorities is required.
- 7.1 Permits or exemptions necessary to carry out special transport will be applied for by us at the request of the client; costs related to such an application or permit or exemption will be borne by the client.
- 7.2 We will never be liable for a permit or exemption not being granted, not being granted correctly or not being granted in time.
- 7.3 If a permit or exemption required for transport is not granted for whatever reason, the transport will not take place. Any costs already incurred by us must be reimbursed by the client.
- 7.4 With regard to special transports, we will observe all statutory rules and regulations, as well as instructions issued by authorities or public servants. Any additional costs ensuing from this are payable by the client.

8. Customs

All activities are subject to the Fenex terms and conditions and LSV 2014.

9. Offers

- 9.1 Unless otherwise agreed/stated, all road transport offers and/or quotations issued by us are valid for 30 days.
- 9.2 Unless otherwise agreed/stated, all air and sea freight offers and/or quotations issued by us are valid until the end of the month of issue, with a maximum of 30 days; unless otherwise stated in the quotation.
- 9.3 After the term referred to in Article 9, paragraphs 1 and 2, all quotations/offers issued are without obligation.
- 9.4 Our prices are based on the rates, wages, prices etc. applicable at the date of the offer, conclusion of the agreement or actual performances. If one or more of these factors change, the prices automatically change

correspondingly and they will be binding also for current agreements, on the understanding that when prices change within three months of conclusion of the agreement, the client is entitled to dissolve the agreement, unless explicitly agreed otherwise.

10. Prices

- 10.1 Our prices only include the freight charges from loading to unloading locations, unless agreed otherwise.
- 10.2 Our prices do in any case not include:
- import/export clearance costs, VAT, levies, import duties, advance commission, costs for drawing up documents, diesel surcharges, currency surcharges, insurance, administrative costs;
 - existing or yet to be introduced (kilometre) charges imposed by a government or by third parties. These costs, if incurred by or imposed on us, will be charged to the client.
- 10.3 Our prices are based on locations that are accessible and passable. If during execution of the instruction it appears that accessibility is not good, we are entitled to increase the prices in accordance with the additional costs incurred in that respect.
- 10.4 Invoices are deemed to have been accepted and agreed by the client, if we have not received a written objection within eight days of the invoice date.

11. Payments

- 11.1 With the exception of the provisions about payments in the terms and conditions referred to in Article 2, payment of the work assigned to us and the goods delivered or the services provided by us is subject to the provisions of paragraphs 2 to 7 of this article.
- 11.2 The client undertakes to pay the money he owes within 30 days of the invoice date, unless agreed otherwise. See Article 38 for payment terms for sea freight, air freight and related transports. If payment is not made within this term, the client is obliged to pay statutory (commercial) interest on top of the principal sum.
- 11.3 The client is not entitled to set off any amounts of money that we charge him by virtue of any agreement concluded with him.
- 11.4 When the client fails to pay in time and we decide to collect the money, all costs yet to be incurred by us, as well as any costs connected to that, including extrajudicial collection costs, being 15% of the principal sum, will be payable by the client, without prejudice to the provisions of paragraph 2 of this article.
- 11.5 We are entitled to retain goods, money and documents - the latter in the broadest sense of the word - from anyone who demands the return thereof, at the expense and risk of the client and/or owner until all due and payable claims brought by us have been paid, or to receive and set off the due and payable cash on delivery upon forwarding the goods.
- 11.6a. All goods, documents and money that we have or will have in our custody for whatever reason and purpose, serve as possessory pledge for all claims we have or may have against the client or the owner;
- 11.6b. in the event of non-payment of the claim, the possessory pledge will be sold in accordance with the method stipulated by law or, subject to agreement in that respect, through a private sale.
- 11.7a. If so requested, we can replace the possessory pledge with another, equal security, only at our discretion;
- 11.7b. towards us, the client can never invoke any suspension of payment granted with regard to previous instructions, explicit or otherwise.

12. Insurance

- 12.1 Insurance of whatever nature is provided only at the expense and risk of the client and only after written instruction and acceptance in that respect. We are at all times entitled to refuse an instruction to take out insurance for serious cause.
- 12.2 The risk presented is accepted or refused by the underwriter or insurer. We do not have any control over this.

13. Liability

- 13.1 Rabelink's liability is governed by the conditions set out in Article 1.1. This liability is limited and stipulated as follows:
- the GTC stipulate a liability of €3.40 per kilo gross weight;
 - the CMR Convention provides for a liability of 8.33 SDR per kilo gross weight;
 - the LSV conditions provide for a liability of 4.00 SDR per kilo gross weight, with a maximum of 100,000 SDR per event or series of events involving the same damage.

- 13.2 Excluded from the liability as described in paragraph 1 of this article is force majeure as described in Article 14 of these terms and conditions and fire (advice: insure this risk through your insurer with separate comprehensive transport and fire insurance. If you need more information, please do not hesitate to contact us). The client indemnifies us against claims from third parties, including the client's insurance company.

- 13.3 We are not liable for the consequences of errors in the order, models or materials provided by the client. The client indemnifies us against any third-party claims in that respect.

14. Force majeure

- 14.1 We are not obliged to fulfil any obligations towards the client, if the client is impeded to do so as a result of a circumstance which cannot be attributed to us, nor if we are accountable for it by law, juristic act or generally accepted standards.
- 14.2 In these general terms and conditions, force majeure, in addition to the explanations in existing (case) law, is understood to mean all external causes, whether or not anticipated, beyond our control as a result of which we are unable to fulfil our obligations. We are also entitled to invoke force majeure if the circumstance that prevents the (continued) performance of the agreement arises after we were to have fulfilled our obligation.

15. Termination of agreement by Rabelink

- 15.1 The client will be in default without further notice:
- if he fails to fulfil any obligation under the agreement, fails to fulfil it in full or fails to fulfil it in time, after we have given notice of default to the client;
 - in the event of bankruptcy of his company;
 - in the event of liquidation of his company.
- 15.2 In the cases referred to in paragraph 1 of this article, we have the right, without judicial intervention, either to suspend the performance of the agreement in whole or in part or to dissolve the agreement in whole or in part, without being liable to pay any compensation, without prejudice to our right to claim compensation from the client.

16. Instruction

- 16.1 Instructions must exclusively be provided in writing or through electronic means and must contain the following information:
- Client
 - Loading and unloading address + loading and unloading times
 - Loading and unloading instructions (for example, references, loading/unloading with hydraulic lift or forklift truck)
 - Number and type of goods carriers
 - Dimensions per goods carrier (including over-hangings)
 - Gross weight per goods carrier + total weight of the consignment
 - ADR data (see Article 27)
- 16.2 If pallets are handed in stacked, the pallets must also be stacked and sealed when offered to us at collection.

17. Notification procedure & cancellation

- 17.1 Notification of consignments is possible until no later than one day prior to the date of collection and this must take place before 14:00 hours, unless agreed otherwise.
- 17.2 In the event of cancellation of an assignment, this will only be possible in writing between 14:00 and 15:59 hours on the working day prior to the planned collection and 70% of the agreed freight rate will be charged. In the event of cancellation from 16:00 on the day prior to the loading as well as on the day of the loading itself, 100% of the agreed freight rate will be charged.

18. Calculation

- 18.1 All rates are quoted in euros, rounded to two decimal places. The paying weight is determined by the following principles. A load metre is a linear metre of loading space in the truck. If the quotation is drawn up in a price per kilogram, the maximum rate of the previous scale applies as the minimum rate for the next scale.
- 18.2 The paying weight is determined by the following principles. For loose packages: depending on the size and weight of the package. For pallet shipments (enter in metres): ((length x width) : 2.4) x 1750 kg = volume weight. If the gross weight is higher, this takes precedence.

- 19. Volume rules for shipments**
- 1 Euro pallet, non-stackable (80x120 cm), is a minimum of 700 kg paying weight*
 - 1 block pallet, non-stackable (100x120 cm), is a minimum of 875 kg paying weight*.
 - 1 cubic metre is at least 350 kg of paying weight*
 - 1 load metre is at least 1750 kg paying weight*
in the case of a higher gross weight, the gross weight is decisive.
- 20. Maximum dimensions/weight for shipments**
- 20.1 The regular maximum width of a trailer is 240 cm and the maximum length is 1360 cm. If a shipment has a length of more than 320 cm and/or a width of 240 cm, a surcharge will apply, unless otherwise agreed.
- 20.2 Length surcharges apply to shipments longer than 240 CM and heavier than 23KG. For these shipments, the floor dimensions are always calculated plus a surcharge. This surcharge is stated in the quote.
- 20.3 Shipments up to 2 load metres transported via CTL and/or Netwerk Benelux:
- a maximum height of 240 cm
 - a maximum of 2.4 load metres
 - a maximum gross weight per pallet/package of 1500 kg
 - loading and unloading only from the rear
 - a maximum of 1.60 loading meters per pallet/package
 - a maximum of 2500 kg gross weight per shipment
- 21. Rules regarding loose packages**
- 21.1 Shipments consisting of more than nine loose packages must be presented in palletised form, unless otherwise agreed.
- 21.2 The maximum weight of a loose package is 23 kg, the maximum length is 320 cm. The total circumference (girth) of a loose package ((width height) x 2 length) may not exceed 300 cm.
- 21.3 When the sender sends goods weighing more than 23 kg, the sender must present them on a pallet in accordance with the Working Conditions Act.
- 22. Loading/unloading**
- 22.1 There is a maximum of one loading and unloading address per shipment. Groupage shipments are unloaded from the rear as a standard. If unloading is only possible from the side/top, the rates are only available on request, whereby Rabelink has the freedom to charge a surcharge to be determined later.
- 22.2 The loading and unloading times are
- | | |
|------------------------------------|-------------------------|
| < 2 load metres: | a maximum of 0.25 hours |
| ≥ 2 load metres - < 8 load metres: | a maximum of 0.5 hours |
| ≥ from 8 load metres or more | a maximum of 1 hour |
- 22.3 If this time is exceeded, additional costs will be charged (see Article 31.3). Higher rates apply for delivery agreements at a specific time (for partial batches) made by the client, being time deliveries (see Article 33). The above times are based on standard transport. In the case of special transport activities, such as special transport or crane transport, deviations from these times and from the surcharges mentioned in Article 31.3 may be possible.
- 22.4 Containers are loaded and unloaded in accordance with the agreements made in the quotation, unless otherwise agreed.
- 22.5 If a shipment cannot be delivered on the first delivery, the second delivery will also be charged, unless otherwise agreed in writing and/or Rabelink is at fault. Furthermore, return costs to the depot or warehouse may be charged.
- 23. Loading and unloading with hydraulic lift or forklift truck**
- 23.1 For loading and/or unloading with a lift a maximum length of 240 cm applies within the Netherlands or to Belgium and Germany. Larger packages only on request, whereby Rabelink is free to charge a surcharge for this, which is to be determined later. Maximum weight concerns 1000 kilos per package.
- 23.2 Loading/unloading hours in accordance with Article 22 are included. Additional loading/unloading hours will be charged for each additional hour. Hours are rounded to the nearest 0.25 hours.
- 23.3 In the event of loading or unloading with a forklift truck, the grounds, where the unloading must take place, must be hardened and easily accessible for an 18-metre vehicle.
- 23.4 The client must ensure that the mobile telephone number of the contact person (consignee) is known to us. If the client omits to do this, the costs for the extra time will be charged in conformity with paragraphs 1 and 2 of this article.
- 23.5 The standard maximum loading weight for a mounted forklift truck is 1000 kilos per package. Heavier packages only on request.
- 24. Reservation regarding areas**
- 24.1 When issuing postcode or zone rates, we reserve the right to 'disconnect' areas. The following situations may result in higher rates:
- local market conditions;
 - seasonal influences;
 - hard-to-reach areas.
- 24.2 A surcharge will be levied for deliveries/collections in the 'Freihafen' area of Bremen and Hamburg. This surcharge is determined in consultation and depends on the situation.
- 24.3 For all islands, rates are only agreed upon by agreement.
- 24.4 We will, where applicable, levy an additional environmental surcharge for loading/unloading in the environmental zones listed at <https://www.milieuzones.nl/locaties-milieuzones>
- 24.5 The postcode areas in paragraph 4 of this article are subject to change. The amount of the surcharges may vary per location and depends on the municipality in question.
- 24.6 Only if the authorities impose this surcharge on us, it will be passed on to the client.
- 25. Transit times**
- 25.1 A transit time of 24 hours means:
- registration on day A;
 - loading on day B;
 - delivery on day C.
- 25.2 A transit time of 48 hours means:
- registration on day A;
 - loading on day B;
 - delivery on day D.
- 25.3 Shipments with incorrect or incomplete addresses cannot be delivered in time.
- 25.4 Destinations to Germany, Switzerland, Austria and France or other countries not mentioned (transit time is stated on the agreed rate list) that have a normal transit time of 48 hours or longer may deviate from the standard transit times, in which case delivery on Monday and/or Tuesday cannot be guaranteed. Other countries/destinations not mentioned are available on request.
- 26. Packaging, cargo deviation and damage**
- 26.1 Goods presented must be packaged in a way suitable for transport and provided with clear information. This includes the product, full addressing of the recipient and sender, symbols indicating treatment, etc. Any old information should be removed or made illegible.
- 26.2 If at the time of loading there is a difference between the quantity of cargo declared and the actual quantity to be loaded, the higher of the two quantities will be charged. This is in connection with the reservation of loading space. The actual quantity loaded must be stated on the consignment note.
- 26.3 If damage is found to the goods or to items other than the goods in question during loading/unloading, this must always be noted on the consignment note and reported to us within 24 hours of delivery. If the client fails to do this, we can no longer be held liable in any way or be held liable for any damage that may have occurred.
- 27. Hazardous substances (ADR)**
- 27.1 Hazardous substances may only be presented for transport if they may be transported in accordance with ADR/IMDG regulations. The client is responsible for the correct labelling, approved packaging, the transport document and transport emergency cards in the prescribed languages and if applicable, the Dangerous Goods Declaration. The following data must also be known by us:

- UN number, ADR class, packing group, technical name of the substance, ADR net weight, number of packages, type of packaging, total number of ADR points.
The costs depend on the country of destination and ADR category.
- 27.2 Shipments consisting of ADR goods are subject to a surcharge. This surcharge is stated in the quote.
- 27.3 In conformity with the regulations, ADR goods may not be stacked and settlement is in conformity with the actual load metres.
- 27.4 There is no exception for limited quantities ADR goods and the same conditions apply as under 27.1 and 27.2.
- 28. Gas measurements**
- 28.1 Each incoming shipping container to be opened by Rabelink must be subjected to a gas measurement performed by an employee who is officially qualified to perform gas measurements in shipping containers. The costs involved in this measurement are payable by the client.
- 28.2 By signing the free of gas declaration, the Gas Measurement Expert declares that at the time of measurement, no hazardous gases in excess of Dutch limit value(s) were detected in the relevant shipping container. The contractor cannot accept any liability for any damage and/or consequences in any form whatsoever.
- 28.3 A gas measurement is only a snapshot. Concentrations may rise again after release to above the Dutch limit values. Concentrations further away in the sea container may also deviate above the Dutch limit values.
- 28.4 For an overview of the measured hazardous gases as determined during the gas measurement, you can contact us at any time, stating the container number.
- 29. Packaging exchange**
- 29.1 The client must report in writing that packaging needs to be exchanged; exchange will only take place upon submission of the instruction. Rabelink facilitates the packaging exchange process and cannot be held liable if, due to the actions of the recipient and/or sender, Rabelink receives fewer pallets in number and/or pallets/wire mesh boxes of poorer quality than presented.
- 29.2 If separate transport is required for return pallets or other packaging, the agreed freight costs will be charged.
- 29.3 Exchange of Euro pallets only takes place in the Benelux countries, Germany, Switzerland and Austria.
- 29.4 The responsibility for the quality of the Euro pallets and/or wire mesh boxes offered lies with the client. For Euro pallets and wire mesh boxes, a depreciation percentage of 5% is calculated on the total number of Euro pallets transported per year or the part thereof stated in the communication about this. This percentage will be deducted from the client's balance. Overviews will be sent from time to time and are also available on request. The balance stated by Rabelink is binding. If the other party disputes the balance, a written objection must be submitted within one week of the balance being made available. If you are interested, we will be happy to provide you with the Euro pallet exchange procedure.
- 30. Creditworthiness**
- 30.1 Before we start loading, the creditworthiness of the client is requested from the Chamber of Commerce.
- 30.2 If the creditworthiness, as described in paragraph 1 of this article, does not meet the requirements set by us, we reserve the right to refuse instructions, despite previously issued quotations.
- 30.3 Rabelink has a maximum credit limit of €2000. An extension of this limit can be requested from Rabelink.
- 31. Other costs**
- 31.1 If invoices need to be sent by post or if a CMR/POD needs to be sent by post, we charge an administration fee of €7.00.
- 31.2 POD and CMR 'Gelangensbestätigung'
The costs for signed proof of delivery (POD)/consignment note are €4.00 per POD.
The costs for a signed CMR (Gelangensbestätigung DE) are €2.50 per CMR.
- 31.3 Additional loading/unloading hours & waiting hours will be rounded up to 0,25 hours (for example 1,20 hours will be 1,25 hours).
- 32. Diesel surcharge**
- The diesel surcharge is variable and depends on the diesel price. The starting point for determining the diesel price is €0.706 excluding VAT. Any increase or decrease from this starting position of €0.032 will result in an increase or decrease in the diesel surcharge of 1%, unless otherwise agreed.
- 33. Time deliveries**
- If there is a time agreement for a shipment within the Netherlands or to Belgium, Luxembourg or Germany, we will charge additional costs for this. These costs are specified in the quotation. Time limit costs will be applied to both loading and unloading, unless otherwise agreed. Standard delivery times are between 08:00 and 17:00. Deliveries outside these times are only available upon request.
- 34. City centre or inner city surcharge/'Grosstadt' surcharge/environmental surcharge**
- Due to limited accessibility of various cities in Europe, a surcharge may apply. This will always be stated in the quotation, unless otherwise indicated. The surcharge applies to shipments up to and including 2.0 load metres. Larger shipments on request, subject to interim changes. .
- 35. Exchange rates**
- To compensate for exchange rate fluctuations between the different currency areas, a CAF surcharge (currency adjustment factor) is used. The CAF surcharge is determined on the last day of the month based on the average rate of the previous month. The surcharge structure is stated on the agreed rates list or is available on request at any time.
- 36. Customs activities**
- The various costs for customs activities are stated in the quotation, unless otherwise agreed.
- 37. Payment terms for sea freight, air freight and containers**
- 37.1 The Dutch Forwarding Conditions (available on request) apply to sea freight, air freight and related transport. This means that any costs not mentioned will be charged to the client or the person who must pay them according to the delivery conditions. If the last mentioned party has not paid within the payment term, the client is obliged to pay the amount due.
- 37.2 Air and sea freight instructions with an invoice value higher than €5000 must be paid in advance before Rabelink commences execution, unless otherwise agreed.
- 37.3 For sea freight, air freight and related transports, a payment term of eight days after the invoice date applies. Rabelink reserves the right to deviate from this term at any time. See Article 11.2 for the payment term for road transport and related matters.
- 37.4 Any collection costs in the event of exceeding the payment term will be payable by the client. If the client has not protested within eight days of the invoice date, our invoice becomes final.
- 38. NDA Non discloser**
- The Supplier/Charterer shall treat all information received from Rabelink as strictly confidential, use it only for the performance of the Agreement, and not disclose it to any third party without prior written consent. These obligations remain in force during the Agreement and for five years after termination, except for information that is publicly available, lawfully obtained, or independently developed.
- ISMS Requirements suppliers**
- The requirements described below will be part of the terms and should be incorporated into contractual agreements. If a party cannot meet the requirements, it should be documented, and additional arrangements should be made to comply with the requirements or, if the risk is minimal, accept it.
The following fundamental principles should always be considered:
 - Suppliers must inform Rabelink within 24 hours if an incident occurs that potentially impacts the Rabelink 's service or its clients/employees.
 - The supplier and its employees handle all information confidentially and commit to the Non-Disclosure Agreement (NDA) of Rabelink. (See text NDA NON discloser above)
 - Personal information should not be processed outside the European Economic Area (EEA).

- The supplier appropriately emphasizes awareness and training in information security.
- When employees with access to Rabelink information leave or change roles, it is the supplier's responsibility to promptly revoke their rights, manage any information transfer, emails, licenses, and resources, and remind the employee of the ongoing NDA.
- The supplier ensures appropriate agreements with subcontractors for information security, aligned with contractual agreements with Rabelink.
- The supplier provides insight into the entire supply chain, including components purchased or obtained from other parties, as could be the case with cloud services and hosting services.
- Rabelink retains the right to monitor or audit its suppliers' compliance with contractual agreements and overall performance related to information security.
- The supplier is obliged to document and verify within the agreed retention period that the data has been completely and demonstrably deleted in accordance with the contractual agreements.