



Terms of use for Fortum-app

Last revised 10.06.2024

1. Scope of the Terms

These Terms of Use (the 'Terms') apply to all users (the 'User') of the and the mobile application Fortum-app (hereinafter the 'App') of Fortum Markets AB, Company ID 556549-0678, address Rättarvägen 3, 169 03 Solna, (the 'Supplier').

The User accepts these Terms as part of the login at the time the mobile application is downloaded, installed and used.

2. Prerequisites for use

The use of the App requires that the User logs in with username and password, or Bank-ID, or any other authentication method provided at the time.

The App provides different access to information and functions ("Services") such as invoice history, overview of electricity consumption, price information and contract information. The Services available to the User depend on the User's relationship with the Supplier, whether as an electricity customer, former electricity customer or private individual with no other connection to the Supplier. Use of the App is free of charge. It is reserved that certain Services are not available for each User or only available for a fee.

The App may have limited functionality depending on the User's environment, such as type of network provider, mobile phone, electricity agreement, electricity meter, etc.

Information presented in relation to certain Services can be based on estimates or statistics, depending on how detailed information the Customer did provide. Discrepancies may occur, for example between cost and consumption estimates and actual consumption. The accuracy of information displayed may vary depending on whether the information received by the Supplier is up-to-date and correct.

3. Authorized use of the App

The User must ensure that unauthorized persons are not given access to the User's user information, and is responsible for all unauthorized use of the App. The User must contact Customer Service if there is reason to believe that unauthorized use of the App has taken place or if the equipment on which the App is installed has been lost or stolen. The Supplier is not responsible for costs or losses incurred by the User as a result of unauthorized use of the App.

4. Restrictions on Use of the App

The User may not use the App for commercial or illegal purposes. The App may not be used to copy, disseminate or otherwise exploit information that is illegal or to which the User has gained unauthorized access. When using the App, the User must not pass physical or electronic barriers, or otherwise gain unauthorized access to other services or systems that the User is not entitled to use.



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5. Changes of the Terms and Content of the App

The Supplier may make changes to the design and content of the App and the available Services and therefore to these Terms. The latest version of the Terms is available at all times in the App and on the suppliers website (<https://www.fortum.se/privat/elavtal/avtalsvillkor>). The Customer will be notified about substantial changes of these Terms in an appropriate manner, e.g. at next login. If the User does not accept changes to the Terms, the User must cease the use of the App.

The Supplier may completely or partially terminate the User's access to the App immediately and without prior notice if public authorities require this or if closure is necessary for technical, safety or maintenance reasons, or in the event of improper use of the App by the User. The Supplier is not liable for costs or losses that the User may incur as a result of the aforementioned measures.

6. Error correction, maintenance and security

If the User discovers errors with the functionality of the App or the Services, Customer Service can be contacted. The Supplier will correct errors that are discovered within a reasonable time, but cannot guarantee that the App and all Services will function error-free at all times.

7. Privacy

The Supplier is responsible for the processing of the Customer's personal data in connection with the use of the App. Processing of personal data is necessary for the Supplier or the Supplier's vendors to be able to provide the App and the Services, without restriction of the User's rights under privacy legislation.

The User can add and change certain personal data to optimize the effect of certain Services. If the User refrains from providing additional personal data some Services will not work properly if there is a lack of information.

The Supplier processes the Customer's personal data in accordance with the Supplier's updated Privacy Notice and Online Data and Cookie Policy (<https://www.fortum.se/privat/kundservice/gdpr-data-skydd>).

8. Governing Law and Dispute Resolution

The Terms are subject to and shall be interpreted in accordance with Swedish law. Complaints should primarily be made to the Supplier's customer service. If the matter is not resolved to the User's satisfaction, the User may also choose to have the dispute tried at the National Board for Consumer Disputes, whose recommendations the Supplier follows.

9. Contact Customer Service

Web: <https://www.fortum.se/privat/kundservice/kontakta-oss>