

2017-01-09

User Terms and Conditions for Ticketing Service in the app Reseplaneraren

These User Terms and Conditions apply to the use of mobile phone app Reseplaneraren (“the App”), published by Skånetrafiken. By approving the User Terms and Conditions, you are entering into an agreement with Skånetrafiken meaning that you may use the App in accordance with the User Terms and Conditions. The agreement doesn’t give you any rights beyond what is expressly stated in the User Terms and Conditions.

The payment service that is connected to the App for ticket purchases is provided by Klarna AB (“Klarna”). When a ticket purchase is made in the App, Skånetrafiken’s claim is automatically passed on to Klarna. To be able to complete a payment, you must therefore also approve Klarna’s payment service terms and conditions. These are approved in connection with the first payment, and are also available on www.klarna.se

For journeys with Skånetrafiken, travel terms and conditions applicable at each separate occasion apply. These can, for instance, be found on Skånetrafiken’s website www.skanetrafiken.se/resevillkor.

1. Registration

The App is compatible with Android- and Apple iOS-based units. Making purchases and registering requires a mobile unit with a working internet connection. To be able to use the App, you must register your mobile phone number. When contacting Skånetrafiken’s customer services to ask questions, you may need to state your registered mobile phone number.

2. Customer Responsibility

When registering for and using the App, you are responsible for any traffic fees charged by the telephone operator for the sending or receiving of data and/or text messages. The ticket is not personal, but it is connected to your mobile phone number. If you change your mobile phone number, you must re-register to be able to continue using the App.

3. Skånetrafiken’s Responsibility

Skånetrafiken does not guarantee that you will always be able to use the App. Skånetrafiken does, however, intend to rectify any faults in the service. Skånetrafiken takes no responsibility for technical problems that may arise with another party, such as problems accessing the internet, technical problems with payment service suppliers, technical problems with your mobile unit, etc.

Skånetrafiken is not responsible for the payment service supplied by Klarna.

4. Ticket

4.1 Purchase and Activation

Purchasing a ticket requires a mobile unit with a working internet connection. Purchased tickets can be activated without an internet connection within 16 days of the time of purchase. A ticket that has been activated in the App prior to departure is valid as per Skånetrafiken's travel terms and conditions. Bought tickets cannot be forwarded to another mobile unit. An activated ticket is valid for the route chosen when buying the ticket. The ticket is not valid for a specific departure, but can be used accordingly on any one departure. If you select the "Purchase" option, the ticket is activated immediately at the time of purchase. If you select the "Pre-purchase" option, the ticket must be activated before you begin your journey. You can have several activated tickets on the mobile unit at once, meaning that several people can use tickets on the same mobile unit. The period of validity for pre-purchased, non-activated tickets is 16 days from the time of purchase. If you remove the App from your mobile unit, you will be de-registered, and all tickets will disappear.

4.1.1. Returns

A ticket purchased in the App cannot be returned. The statutory right to return purchases, as per the Remote Agreements Outside Shop Premises Act (2005:59), does not apply to agreements that concern the transportation of people, meaning that you cannot return a ticket purchased in the App.

4.2 Checks

You must always be prepared to show your ticket, front and back, for a check to be performed. As your ticket is registered on your mobile unit, you are required to temporarily hand your mobile unit over to on-board staff, should they deem it necessary for the check to be performed. If you fail to show a valid ticket at a check, you must pay an additional fee that is currently set at 1,000 SEK further to the ticket fee, as per the Additional Fees in Passenger Traffic Public Transport Act (1977:67).

5. Misuse and Service Blocking

Skånetrafiken reserves the right to block the service completely or partly without advance warning if there is suspicion of unauthorised use or misuse of the service, or if Skånetrafiken, based on technical, security or other grounds, deems this to be necessary for the protection of Skånetrafiken's, the customer's or another party's interests. Misuse includes all types of fraud, fraudulent purchases, and the provision of incorrect details. Misuse may be reported to the police. In connection with a mobile phone number being blocked, tickets that have not yet been activated may be cancelled.

6. Personal Details

6.1. Consent to Skånetrafiken's Handling of Personal Details

When you approve these User Terms and Conditions, you also consent to Skånetrafiken handling the mobile phone number you registered in connection with the activation of the ticketing service in accordance with these User Terms and Conditions. Skånetrafiken is responsible for registered personal details as per the Personal Data Act (1998:204). Skånetrafiken has to handle gathered personal details to be able to complete and administrate its commitment to you as per these User Terms and Conditions, and uses the mobile phone number to identify your tickets in Skånetrafiken's system, and to communicate information concerning Skånetrafiken's services and offers to the

registered mobile phone number. To be able to complete ticket purchase payments, Skånetrafiken also provides details of the registered mobile phone number to Klarna.

Skånetrafiken stores registered details, such as mobile phone numbers, and generated details, such as purchase history, in connection with ticket purchases and registrations, and uses these details to handle the agreement relationship with you as a customer. Details are stored for 12 months, after which period they are de-identified.

6.1.1. Information about Rights

You have the right to get information about what personal details Skånetrafiken holds about you once per calendar year, free of charge, following a written application. You can also request that Skånetrafiken correct personal details, or ask questions about Skånetrafiken's handling of personal details. Such a written application is made to Skånetrafiken.

6.2. Personal Details with Klarna

Skånetrafiken does neither control nor take responsibility for the details given by you to Klarna in connection with payment for a purchased ticket. By approving Klarna's payment terms and conditions, you consent to Klarna handling the details you register in connection with the payment, as per Klarna's terms and conditions applicable at each occasion. For information about how Klarna stores and treats personal details registered in connection with payments, please check Klarna's terms and conditions. These are approved in connection with the first payment, and can also be found on www.klarna.se

7. Changes and Agreement Period, etc.

User Terms and Conditions are valid indefinitely. You may cancel the agreement with Skånetrafiken at any point and with immediate effect, most simply by de-registering from the service.

The App is supplied indefinitely. Skånetrafiken reserves the right to stop supplying the App, as well as certain services therein, at any point.

Skånetrafiken's Customer Services

If you have questions about the app Reseplaneraren tickets and ticket functions, prices, or anything else to do with Skånetrafiken, you are welcome to contact Skånetrafiken's customer services by phone on 0771 77 77 77.

Skånetrafiken's customer services are open Monday – Friday, 6.00 a.m. to 10.00 p.m., and Saturday – Sunday, 8.00 a.m. to 10.00 p.m.

For more information, please visit our website: www.skanetrafiken.se

Klarna's Customer Services

For questions concerning payments, please contact Klarna AB on phone number 08 120 120 10. Klarna's customer services are open Monday – Thursday, 8.30 a.m. – 7.00 p.m., Friday, 8.30 a.m. – 5.00 p.m., and Saturday – Sunday, 10.00 a.m. to 5.00 p.m.