

TimeLog Terms & Conditions

This is TimeLog A/S's T&C and has last been updated on 29th November 2024.

Before you register with TimeLog A/S (TimeLog), you must read and agree to our terms & conditions (T&C). By signing up for the TimeLog PSA system, you agree to be bound by the T&C, as changed from time to time, and you agree that it is enforceable as if it were a written negotiated agreement signed by TimeLog and you.

You will always find the current T&C in your TimeLog under My TimeLog account.

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1. Description of service

TimeLog is a web-based PSA solution from TimeLog which is based on the concept of SaaS (Software as a Service). The Service is provided on in accordance with any specifications released by TimeLog, or the documentation etc. TimeLog had made available to the market. Your use of TimeLog PSA is at your sole risk.

2. Commencement date

The commencement date for the subscription takes effect from the date you accept the T&C while signing up for a subscription of TimeLog PSA.

You have seven (7) calendar days right of cancellation when signing up for TimeLog PSA. If you want to use your right of cancellation, you must send a written notice within the seven (7) calendar days to support@timelog.com.

This agreement replaces any prior agreement or offer concerning TimeLog PSA. Any amendment or addition to this agreement must be made in writing and signed by duly authorised representatives from both parties.

3. Pricing

User licenses

TimeLog will charge a unit fee per user license.

You can buy licenses and modules under My TimeLog account. It is only users with access to the area My TimeLog account and the rights to administrate and purchase licenses that can buy and adjust licenses.

You can grant access for a user to TimeLog by activating users in TimeLog. When you activate a user, you will make use of a user license for that purpose. If you do not have any user licenses left, you will have to buy an extra user license and/or module license under My TimeLog account. It is your responsibility to deactivate unused user licenses, latest the day before your next renewal. You are not entitled to any refunds due to inactive user licenses not being deactivated before your next renewal. If you need to reduce with more than 50% of your user licenses, the adjustment follows our termination period. You adjust your licenses under My TimeLog account.

The price of TimeLog PSA is calculated by multiplying the unit fees for the different license types with the number of active licenses in each license type. You will find your license prices under My TimeLog account.

The fee for TimeLog PSA is charged with effect from the commencement date until the effective date of termination. All fees are exclusive of all taxes or duties imposed by governing authorities. You alone are responsible for payment of all such taxes or duties, excluding only Danish taxes.

[Read more about purchasing and adjusting licences.](#)

Special terms for the TimeLog PSA Time package

For the Free TimeLog Time package the number of users is limited to ten (10) users. If the number of users exceeds ten (10), you will have to upgrade to one of the other TimeLog PSA paid packages.

If there is no usage recorded for three (3) consecutive months, measured by number of successful login attempts, your site will automatically be closed down and data deleted.

Change in pricing

All prices/fees are subject to revisions in accordance with TimeLog's price list. Price increases will take effect after 12 months from your first invoice without separate notice and will continue on a yearly basis. The price increase shall be reasonable in view of market conditions for similar services; however, the increase will be minimum 3%.

4. Payment

TimeLog PSA and add-on modules are invoiced in advance for an invoice period of your choice. You can always change the invoice period by contacting support@timelog.com. The changes will take effect as from your next invoice period. If you need to change your invoice details, you can edit your information under My TimeLog account.

Any objections to an invoice must be communicated by e-mail to accounting@timelog.com within 10 days of the date of invoice. Otherwise, the invoice shall be considered approved.

In case of late payment, TimeLog is entitled to late payment interests and reminder fees in accordance with Danish law. As long as any invoice, despite a reminder, remains overdue and unpaid, TimeLog may suspend the use of TimeLog PSA and add-on modules until payment.

Added licenses or modules within a current invoice period will be billed from the activation date and for the rest of the payment period.

Payment by invoice

All invoices are due for payment within 14 days.

Payment by credit card

A valid credit card is required for you to use TimeLog PSA. You can always update your credit card information under My TimeLog account.

Credit cards accepted: Dankort, Visa and MasterCard.

Consulting services

TimeLog has a team of consultants who can help utilise the TimeLog PSA solution to reach your goals that you set when investing in TimeLog PSA.

When our consultancy service project is initiated, the customer shall ensure that all key decision-makers (this project group is defined during the kick-off meeting) are present during scheduled workshops.

Participants must have access to TimeLog PSA via a computer (not a mobile device) during the workshops and be free of other commitments or distractions.

Not adhering to the above points gives TimeLog the right to cancel and reschedule the workshop resulting in a full cancellation fee being incurred by the customer.

The consultant's preparation and post-workshop follow-ups are integral parts of the consultancy service process and are therefore included in this contract. This does however not include any additional meetings/workshops that were not scheduled in the initial planning/kick-off meeting. These will be invoiced separately according to the current consultancy hourly rates. Billing is rounded up to the nearest 15 minutes and the minimum fee is equal to the rate for one (1) hour.

Travel costs for a workshop at the customer address have a minimum cost of 30 minutes in travel time.

When you are in a process with TimeLog consultants, you agree to let us help you set up your TimeLog PSA and change/enter data in your TimeLog PSA during that period.

Vouchers and fixed price consulting packages need to be used within 1 year from commencement date unless otherwise has been agreed in writing.

Cancellations and work outside normal working hours

If you cancel a planned workshop later than 24 hours before the workshop is to begin, we reserve the right to invoice 50% of the agreed price including prepaid travel expenses. Minimum cancellation fee is DKK 2500 / SEK 3000 / EUR 370.

If you cancel a planned workshop, on the day of the workshop, we reserve the right to invoice the full fee for the workshop including prepaid travel expenses. Minimum cancellation fee is DKK 2500 / SEK 3000 / EUR 370.

Work outside TimeLog's opening hours will be charged as follows:

- Work on weekdays between 6-8 AM and 5-7 PM will be charged with a factor of 150% on the hourly rate.
- Work on weekends, on public holidays and on weekdays between 7 PM and 6 AM will be charged with a factor of 200% on the hourly rate.

5. Support and maintenance

Support is provided by telephone and e-mail (support@timelog.com) Monday to Friday (Danish public holidays excluded) in the period from 8 AM to 4 PM CET.

Support is defined by bug handling and questions about specific features and interfaces. Questions about the setup of integrations, advice on how to use TimeLog PSA according to your processes, and broader concept introductions are not considered part of the free support.

Bugs are categorised to be fixed as described below:

- Low priority bugs involve non-critical issues or inquiries that have a minimal impact on the user's ability to work or operate effectively, will be addressed within two (2) months from receipt.
- Normal priority bugs have a noticeable impact on the user's ability to work and may involve technical glitches, moderate functionality concerns, or requests for assistance that do not impede the user's workflow significantly, will be corrected within twelve (12) days from receipt.
- High priority bugs involve more critical issues that significantly affect the user's ability to work or operate effectively and relate to system failures, major functionality problems, or urgent requests for assistance, will be corrected within 48 hours from commencement of the first working day following the receipt.
- Urgent priority bugs involve severe issues or emergencies that cause significant disruptions to the user's workflow and may involve complete system outages, security breaches, data loss situations, or other critical incidents that require immediate intervention, will be corrected within 24 hours from the receipt.

The definition of downtime is that TimeLog PSA is unavailable for the end users and has not been advertised as excused downtime as defined below.

TimeLog's service level objective for hosting services availability is 99.7% or higher when calculated as average performance per quarter in a calendar year.

To initiate a claim for downtime compensation, you must contact TimeLog with the following information: (a) Company name and contact information; (b) the date and beginning/end time of the claimed outage(s); and (c) a brief description of the characteristics of the claimed outage(s). You will be notified within 10 days of the request with the resolution of the request. If rejected, the notification will specify the basis for rejection. If approved, TimeLog will issue a compensation to your account calculated as a percentage ("Weighting factor") of the total hosting fee in the calendar quarter in which the outage occurred. This compensation will be deducted from the next invoice issued.

Service metrics	Potential up time	Service level	Weighting factor
TimeLog availability	24*365/4	Less than 90% Availability	80% / Termination
		90.0 – 96.9% Availability	70%
		97.0% – 98.5% Availability	50%
		> 98.5% - 99.7% Availability	10%
		> 99.7% Availability	0%

6. Service packages

When purchasing a TimeLog PSA subscription you have a standard service level included free of charge where your TimeLog Responsibles can get help in our support via email.

If you want to have access to phone support and ongoing collaboration to get a customised TimeLog PSA experience which also gives you more time to focus on your core business, we offer different levels of [service packages](#).

A service package will automatically renew together with your TimeLog subscription unless you terminate the service package.

A TimeLog Responsible stated in My TimeLog account may terminate your service package by sending an email to support@timelog.com with your company name and site URL. Termination of this agreement should be e-mailed to TimeLog no later than 2 months prior to a new subscription renewal.

The service packages, including consultancy, advisory and training have a maximum number of hours connected per year. These hours are to be planned together with your TimeLog contact person for your service package during the year. Workshops are to be planned for a minimum of 3 weeks in advance.

Maximum number of hours for consultancy, advisory and training to be delivered yearly for each service package:

Standard	Silver	Gold	Platinum
0 hours	10 hours	45 hours	110 hours

7. Scheduled downtime

Regular maintenance of TimeLog PSA and updates of the servers will be for all customers and is not seen as unavailability as described in the paragraph about Downtime. During our excused downtime, you should be aware that access to TimeLog PSA will be closed down for a limited period (preferably during night-time CET, if possible). When extra ordinary maintenance is scheduled, your TimeLog Responsible(s) will get a written notice prior to the excused downtime, minimum five (5) working days in advance.

Minor outage up to ten (10) minutes during the night-time (between 22 – 04 CET) can occur when we release normal updates to TimeLog PSA. This is seen as excused downtime although not announced prior to the update.

TimeLog reserves the right to move your application to another server in our hosting environment for operational reasons which are also seen as excused downtime. TimeLog strives to give at least ten (10) working days written notice. TimeLog cannot be held responsible for any external expenses you might have regarding the move.

8. Client requirements

Technical requirements

TimeLog PSA and most add-on modules are 100% web-based and compatible with all common operating systems (MS Windows, Linux, Mac OS). You must be connected to the internet in order to have access to TimeLog PSA.

We offer free usage of bandwidth. However, if excessive usage results in low performance for other TimeLog customers, or significantly exceeds the average bandwidth usage of other TimeLog customers (as determined solely by TimeLog), we reserve the right to immediately disable your account in order to find a solution for improvement of performance which is seen as excused downtime. In this case, we will assist in finding a solution that does not affect other TimeLog customers.

Browsers

As default, TimeLog supports the latest two versions of the below internet browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari

TimeLog recommends keeping the browser and operating system updated with the latest browser versions for security reasons and for the future versions of TimeLog, which might support newer technology than current.

To obtain the optimal usage of the software, the browser must be configured to enable JavaScript and allow cookies.

APIs

TimeLog provides an API for customers to integrate with our application. We will make reasonable efforts to maintain existing API functionality and ensure that any new functionality or new API calls do not break existing use of the API. Yet, we reserve the right to add new API calls and logic at any time, without prior notice. Customers acknowledge and accept that any modifications or additions to the API may impact their integration and that they assume all risks associated with such integration. TimeLog shall not be responsible or liable for any disruptions, malfunctions, or other issues that may arise due to changes in the API, provided that such changes do not break existing use of the API. Customers may be required to update their integrations to incorporate new API functionality. TimeLog's API's follow the guidelines and restrictions outlined on <https://api.timelog.com>.

User Interfaces

TimeLog reserves the right to make changes to the user interface of the application at any time, without prior notice. While we strive to ensure that such changes do not impact the functionality of our application, we cannot guarantee that they will not have an impact on customers who have integrated with our application using robots, including RPA. By using our application and integrating via robots, customers acknowledge and accept that they assume all risks associated with such integration. TimeLog shall not be responsible or liable for any disruptions, malfunctions, or other issues that may arise because of changes to the user interface, regardless of whether customers are integrating via robots or other means.

9. Termination of your subscription

You are solely responsible for the proper termination of your account. A TimeLog Responsible stated in My TimeLog account may terminate your account by sending an email to support@timelog.com with your company name and site URL.

Termination of this agreement should be e-mailed to TimeLog no later than two (2) months prior to a new subscription renewal.

Termination of add-on modules has to be done no later than one (1) month prior to a new subscription renewal or invoice period.

There will be no refund if you terminate the subscription before the end of your current payment period. There is no termination fee. In the event of termination, your account will be disabled by the end of the paid license period, and you may not be granted access to your account, or any files or other content contained in your account although remaining copies of information may remain in our system.

If you want to continue to have a site open for data back-up after your termination, the cost will be 10% of your latest subscription invoice.

TimeLog may terminate the agreement by three (3) months' written notice at the end of a subscription period. However, such termination cannot take effect before two (2) years have lapsed since the commencement date.

10. Intellectual property rights

You acknowledge that TimeLog owns all software rights, title and interest in and to TimeLog PSA, including, without limitation, all intellectual property rights. Such rights are protected by Danish and international intellectual property laws. TimeLog claims no intellectual property rights over the data and material you enter into TimeLog PSA.

Both parties shall keep in strict confidence, and keep safe and secure, any information which is of a confidential nature, during and after cooperation. The parties acknowledge and agree that the customer materials and customer data are information of a confidential nature. This obligation continues in the event of a termination of this agreement.

11. Proper use

You agree that you will:

- providing your accurate identification, contact, and other information that may be required as part of the registration process and/or continued use of TimeLog PSA. You are responsible for maintaining the confidentiality of your TimeLog password and account, and you are furthermore responsible for all activities made on the account
- use TimeLog PSA in compliance with all applicable local, state, national, and international laws, rules, and regulations, including any laws regarding the transmission of technical data exported from your country of residence
- not re-sell, duplicate, reproduce or exploit any part of TimeLog PSA without the express written permission of TimeLog
- be responsible for all activity made by your users
- not add personal information such as social security numbers, race and ethnic origin, union memberships, political views, sexual orientation, religion and other personal data, which TimeLog PSA does not have any input fields for

Violation of any of the above, which is otherwise not remedied within a reasonable time after receiving a written demand, may result in immediate termination of our agreement and may subject you to other legal consequences.

12. Processing personal data and Privacy policy

In connection with the delivery of the Service, TimeLog PSA processes personal data about the Customer's employees and possibly third parties to the Customer. TimeLog is the data processor for this processing and reference is made to TimeLog's data processing agreement, [available here](#). Reference is also made to TimeLog's [privacy policy](#) on how we respect our customers' privacy.

13. Marketing & communication

TimeLog is allowed to use data in general benchmarking reports as long as the individual customer data is anonymised and data from a minimum of 100 customers is used in the reporting. This is to create further value for our customers to benchmark against e.g., other companies and industries in general when it comes to different key figures.

TimeLog may state the fact that your company is a user of the software in its marketing material and activities. Your company agrees to TimeLog's use of your company's name and logo for marketing purposes including but not limited to TimeLog's website.

TimeLog will send important information about e.g. upgrades and planned downtime to TimeLog Responsible(s) at your company. This means that TimeLog Responsible(s) must not unsubscribe from our email list, service information, and product/system/server changes as the TimeLog Responsible(s) needs to be informed about important changes.

TimeLog Responsible(s) are added under My TimeLog Account. Unless you are a one-person company with only one standard user license, it is mandatory to have at least two (2) TimeLog Responsible(s).

An appointed data responsible in your company is the only person who can contact TimeLog regarding processing of your data. This can be in the event of a change of data, deletion of data or deeper insights into your employee data in your TimeLog PSA. This person is appointed in TimeLog PSA and can contact support@timelog.com with the request in writing.

14. Data integrity

TimeLog processes personal information only for the purposes for which it was collected and in accordance with this T&C. We review our data collection, storage and processing practices to ensure that we only collect, store and process the personal information needed to provide or improve our services or as otherwise permitted under this T&C. We take reasonable steps to ensure that the personal information we process is accurate, complete and current. However, we depend on our users to update or correct their personal information whenever necessary.

TimeLog does not warrant that TimeLog PSA will be bug-free or operate in combination with any other hardware, software, system or data.

It is your own responsibility to validate that the data you use for reports and other calculations is correct.

15. Liability of provider

In the event of TimeLog's failure to perform under this agreement, you must notify TimeLog of the alleged non-performance in writing and TimeLog will be entitled and obliged to remedy the non-performance without undue delay or in accordance with agreed service levels.

Force majeure

Force majeure is any set of circumstances outside a party's reasonable control, preventing or adversely affecting the performance of that party's duties under the agreement. For the avoidance of doubt, lack of funds must never be deemed force majeure. Break-down of TimeLog's systems, due to viruses or hackers, shall be deemed force majeure, provided TimeLog has taken preventive action in accordance with normal practice in the industry.

TimeLog's liability to pay damages in the case of any non-performance shall not encompass any indirect loss, consequential loss, business interruption, loss of business opportunities, loss or corruption of data, or loss caused by nonavailability of the software. However, if the non-performance is due to TimeLog's gross negligence, you shall be entitled to damages in accordance with Danish law. The damages cannot exceed an amount equal to your aggregate payments to TimeLog (exclusive of VAT) in the last 12 months before the nonperformance. In the event that 12 months have not yet passed this limit, it shall instead be the expected aggregate fee for the first 12 calendar months of the cooperation.

TimeLog shall not be liable to pay any compensation or damages to the extent that the non-performance is due to force majeure.

TimeLog is entitled to perform the agreement wholly or partly through sub-suppliers. TimeLog's obligations and liability shall, however, not be reduced thereby.

Indemnification

The failure of TimeLog to exercise or enforce any right or provision of the T&C shall not constitute a waiver of such right or provision. The T&C constitutes the entire agreement between your company and TimeLog, and governs your use of TimeLog, superseding any prior agreements between you and TimeLog (including, but not limited to, any prior versions of the T&C).

16. Applicable law and disputes

This agreement shall be governed by Danish law. The parties will attempt to settle any dispute by negotiation between the parties. Any dispute shall be brought before the City Court of Copenhagen, Denmark.

If you have any questions regarding this T&C, please contact us at support@timelog.com.