

## TERMS OF USE – ROADRUNNER

By using this webservice, you agree to be bound by the terms and conditions set out below.

The webservice can be used for ordering roadside assistance in case of a breakdown. If the location feature is enabled in your device, it will be possible for you to send your current location. This requires use of the device's GPS location and access to the telecommunications network. Whether the displayed location is correct or accurate therefore depends on your device and the coverage of the telecommunications network.

Via the webservice, you can also see the status of your case and follow the towing truck's way to the breakdown location and get information about the estimated time of arrival. Other features and services may be added.

To be able to provide the roadside assistance on site it is important that you are staying by the vehicle and have access to the key when the towing truck arrives. If you decide to place the key by the vehicle and leave the site, you do so on your own risk, and we cannot be held liable in case the vehicle gets stolen or damaged.

If you are in doubt about the use of the webservice or if you experience problems with the webservice, you can always order the roadside assistance by phone instead.

The webservice is provided free of charge, but your telecommunication supplier may charge you for data traffic related to its use. If you are abroad, please be aware of any roaming charges. Unless the costs for the roadside assistance are covered by your insurance company or other roadside assistance provider, you will be charged for the assistance.

The webservice is protected by applicable intellectual property laws, including, but not limited to copyright, trademarks, design rights, etc. The webservice is provided for your own personal use. You may not use the information provided via the webservice such as information regarding towing stations, towing trucks, workshops etc. for any purpose other than for your own use during a breakdown.

The webservice may contain links to third party websites or services. We have no control over and assume no liability for the content, privacy policies, or practices of any such third-party websites or services.

Personal data is collected during use of the webservice. The personal data is processed by SOS International either as data controller or as data processor on behalf of your insurance company or other roadside assistance provider, unless otherwise expressly stated. Find information about SOS International's processing of personal data as a data controller here [Compliance | SOS International](#). Please contact your insurance company or other roadside assistance provider directly if you have any questions regarding their processing of your personal data.

We provide the webservice “as is” and we do not guarantee that the use of the webservice will be uninterrupted or error free.

We may, in our sole discretion, immediately and without prior notice cancel or terminate your access to the webservice. This also applies in case we decide to close the webservice in its current form.

We reserve the right to amend these terms and conditions at any time. Such updated terms and conditions will be effective immediately upon being made available in the webservice and they apply in case of your continued use hereof.

These terms and conditions shall be governed by the laws of Denmark. Any dispute, controversy or claim arising out of or in connection with these terms and conditions, or the breach, termination or invalidity thereof, shall be finally settled by the public courts of Denmark.

Regardless of the above, if you are a consumer residing in the EU or EES, you will benefit from any mandatory provisions in the law of the country where you are resident and you may also bring a dispute to the public courts of your own domicile.

Please contact us if you have any questions about the webservice or these terms and conditions:

SOS International  
[app-support@sos.eu](mailto:app-support@sos.eu)