KWP RISE Calibration is an online service that is offered to RISE calibration customers, with login via www.ri.se.

**Reporting**
All calibration certificates/reports are reported as digitally signed pdf-documents via KWP RISE Calibration. Published documents are original documents for each calibration. Any printing of the document constitutes a copy of the original document. Information about RISE digitally signed documents can be found on the RISE website with the address: Digital signing of documents | RISE

**Data and document storage**
Data and documents as described above are stored in RISE databases for ten years, unless otherwise agreed from the date of registration.

**Security**
RISE maintains a level of IT security in accordance with the current RISE IT Security Policy with the aim of ensuring a high level of integrity, reliability, confidentiality and availability of its delivered services and associated data.

Assignment, changes or termination of user accounts for personnel at the customer is done by their responsible contact person contacts RISE Calibration for establishment, change or termination of the user account.

The holder of a user account with the customer is responsible for protecting the user account and password used to access the KWP RISE Calibration and for all activities associated with the authorization. RISE cannot and will not be responsible for any losses or damages resulting from failure to comply with the above requirements.

Processing of personal data, see Personal data processing | RISE

**Support**
RISE provides support for KWP RISE Calibration. Support incidents are reported to risecalibration@ri.se and support is provided during RISE’s office working hours 08:00 - 16:00.

**Operation and maintenance**
The KWP RISE Calibration is normally available 24 hours 7 days per week, with the exception of maintenance. Between 03:00 and 06:00 short interruptions may occur every day of the week.

Incidents occurring within office working hours (weekdays 08:00 - 16:00) are handled as follows:

- In case of unavailability to KWP RISE Calibration, action is initiated within 4 hours
- Other support incidents are initiated within 8 hours.

RISE reserves the right to temporarily close the system, for example, during upgrades and service. Planned unavailability must be notified 5 working days before realization via KWP RISE Calibration.

RISE has the right, through system upgrades, to introduce functional changes. These are notified to the customer via KWP RISE Calibration when the change is implemented.

In the event of unplanned unavailability, RISE is exempt from liability for damages or the fulfillment of the agreement if the fulfillments prevented or becomes unreasonably burdensome as a result of circumstances beyond RISE’s control such as force majeure.

In other respects, please refer to RISE General Terms and Conditions - Assignments.