FAQ
Data Management & Distribution Authorization Form

Why have I received the Authorization Form?
1. Because the forwarder/customer you operate on behalf of has signed a contract with GateHouse to be able to:
   a. Obtain a better overview of their transports (without having to make several phone calls).
   b. Calculate arrival time (ETA).
2. This requires access to GPS information about the transports you carry out, and the Authorization Form grants GateHouse, and thereby your forwarder/customer, this access.

How do I fill in the form?
Step-by-step guide:
1. You receive the Authorization Form from your forwarder/customer.
2. You fill in the boxes 1, 2, 4, and 5.
   a. Box 1: Fill in information about your company.
   b. Box 2: Fill in information about your telematics provider. At the bottom of box 2, you fill in the credentials to identify the account you have at your telematics provider, from where GateHouse will extract telematics data. This is very important!
   c. Box 4: Our mutual customer is written here. Check the box “New customer notification” if you want GateHouse to notify you when new customers/forwarders using ghCore would like tracking data from you.
   d. Box 5: Here you sign.
3. You send the filled in form by email to GateHouse.
4. GateHouse contacts your telematics provider, obtains access to data from the specified account (Box 2), and inserts these into your forwarder's/customer's portal solution.

Is there a charge?
1. No, GateHouse does not charge you any kind of payment for the integration or related service. It is the end customer, thus your forwarder/customer, who pays for this information and the service in total.

Can the forwarder/customer see the position of all my vehicles, at all times?
1. No, your forwarder/customer can only see an updated position of the vehicles which are currently transporting goods for him based on tour information agreed by you and your forwarder/customer.
2. You are in absolute control of which vehicles you wish to share data from.

Data security
GateHouse is an independent data aggregator. We receive live asset telematics data from numerous assets. When you act as a supplier or a sub contractor for one of our customers, we buffer and forward the live telematics data to our customer, but only for those of your assets operating for the customer. For more information - here is a link to our template for a NDA (Non-Disclosure Agreement).
Can GateHouse see the position of my vehicles at all times?

1. Yes. GateHouse do gain access to all the devices through your GPS provider account, and is technically able to pull position data of all the trucks at any time directly from your GPS provider, but GateHouse ONLY pull the position data on the assets which is operating for our mutual customer.

2. We know that your data is vital for your business, and we ONLY use, share, forward and look at your data, when there is a request from a customer with whom you have accepted to share data.

3. We handle data with the highest confidentiality, thus we do not hesitate to sign a data security non-disclosure agreement (link) with you in which we guarantee NOT to misuse your data in any way.

4. Follow this link to read our Data Security Statement (link)

What do you do with my data?

1. GateHouse will, when granted the access, receive a continuous stream of data from your telematics provider.

2. GateHouse matches tour information from your forwarder/customer with GPS tracking information on your vehicles – and only if this information matches, the GPS information will be shown to your forwarder/customer.

Do you store my data?

1. Yes, but only data from the tours you drive for the forwarder/customer. The data are stored to enable your forwarder/customer to extract data and calculate statistics.

Can several forwarders/customers be handled simultaneously?

1. Yes, when the integration has been completed you can grant any forwarder/customer access to your telematics data through a simple web interface or by contacting GateHouse Support. If you have checked "New customer notification" in Box 4, you will receive a notice from GateHouse when a new forwarder/customer would like access to your telematics data.

2. You are in absolute control of which forwarders/customers are allowed access to your data.

How will GateHouse obtain the data from my telematics supplier?

1. You will use your telematics supplier as you always have, i.e., through the web portal they have provided to you.

2. GateHouse extracts data from the specified account at your telematics supplier. As a user you will not notice this (see the illustration below).

3. Telematics data is transferred to the solution which GateHouse is delivering to your forwarder/customer. Sensitive personal data will not be transferred (for example: driver name), and data will exclusively be read, i.e. data is not modified, no messages are sent to the haulier, and no operations or the like which changes the data from your telematics supplier will be performed.

4. You are in absolute control of which vehicles GateHouse, thus your forwarder/customer, will receive data from, since the account which you have specified is administered by you. Consequently, you are also able to control which vehicles are available and when.

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Diagram:

- **Your account with GPS provider**
  - GPS provider server
  - Data transfer from your account

- **Forwarder/customer GPS portal**
  - Forwarder/customer GPS portal
  - GateHouse server
How is a typical tour tracked?
1. Your forwarder/customer submits a tour containing a planned date, start and end time, possible stops, and license plate number of the vehicle performing the tour.
2. Provided we receive data on your specified account from your telematics supplier from a vehicle with a license plate number which matches the one specified in the tour information, only then will your forwarder/customer be able to see the position of the vehicle from the planned start time, and until the vehicle arrives at the last stop planned.
3. During the tour the data received by your forwarder/customer will be stored, with the purpose of calculating metrics and statistics subsequently.

What if I use subcontractor(s) for the transports?
1. In the Authorization form you fill in your own name in box #4 and forward the Authorization Form to your subcontractor(s).
2. Your subcontractor(s) fill in the Authorization Form with credentials on their telematics system
3. Your subcontractor(s) send the filled in Authorization Form to GateHouse.
4. If your subcontractor(s) uses yet another haulier, this subcontractor should follow the same procedure as described here.
5. NB! When data is send to your forwarder/customer the name of your subcontractor(s) will NOT be visible. This also means that your subcontractor will not be informed about who your forwarder/customer is.

Can I trust GateHouse to handle my data?
1. Yes! We are an independent IT provider.
2. We have 20 years of experience in handling mission-critical data for clients within both the defence and transport industry. Ensuring the highest level of data security and data integrity lies deep in our DNA.
3. Our data is totally secure and available only to parties you authorise.
4. Our hosting facility has 99.9% availability and complies with ISO 27001, ISO 20000, and ISO 14001.
5. Providing a tracking network is what we do – and what we are certified for. Our ISO 9001:2008 reads “Development of customer specific software solutions. Service provision, support and maintenance of mission critical communication systems. Consultancy within communication systems and equipment.”

How can the agreement be terminated?
1. The agreement can at any time be terminated by contacting GateHouse Support at: gpsintegration@gatehouse.dk.

About GateHouse
For more than 20 years GateHouse has delivered mission critical software. We are specialized in high-tech niches supplying unique products and services. In our delivery of software systems, services, and components, we are focused on value-creating and long-lasting customer relations.

GateHouse business units:
- GateHouse Logistics A/S: Systems and services for transport and logistics
- GateHouse Maritime A/S: Systems and services for maritime authorities and ports
- GateHouse Telecom A/S: Communication software for satellite terminals