IDS Express API Terms of Use

Using the application programming interface of ids.express offered by INTERNATIONAL DIGITAL RETAIL S.R.L.

Version: 1.0 In force from: 02.11.2026

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1. What these API Terms cover

1.1. These API Terms of Use (the "API Terms") are offered by:

INTERNATIONAL DIGITAL RETAIL S.R.L. (IDR SRL)

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EUID: ROONRC.J2023015475407

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("IDR", "we")

1.2. They govern the use of the application programming interface of the platform ids.express (the "API") with keys. They apply in addition to the Terms of Service (the "Terms"), as section 12.1 of the Terms provides. Words defined in the Terms have the same meaning here.

1.3. For the postal services ordered through the API, the General conditions for the provision of postal services of IDR (the "Postal Conditions") and the Terms apply exactly as for an order placed on the Platform; nothing in these API Terms limits them or the rights they give you. The Postal Conditions prevail over these API Terms (Terms 2.3). If these API Terms differ from the Terms, the Terms prevail, except on the technical rules of the API (keys, requests, limits, records, webhooks and their changes), which only these API Terms set. An agreement signed with IDR under 11.1 prevails over these API Terms where it differs.

1.4. The API is offered only to business users and Partner Platforms (Terms 12.1). By accepting these API Terms you confirm that you use the API for the purposes of your trade, business, craft or profession and, if you accept on behalf of a company, that you are

authorised to bind it. IDR may ask you for the details of your business. The mandatory rules protecting consumers are not affected.

2. Keys

2.1. The API is used with a key issued for your account — by IDR in its administration, or by you in your account (Integrations / API) where IDR has switched that on for your account. A key works either in the test environment or in the live environment, and only in the one it was issued for. Only the holder of the account manages its keys there; an employee account of a franchise cannot.

2.2. Each key has the tasks chosen for it (for example quotes and bookings, cancellations, events and webhooks) and nothing more. It has an exact date and time of expiry, shown in your account; IDR sets the longest lifetime of a key (currently six months for a key of a business user and twelve months for a key of a Partner Platform). Before a key expires you may replace it: the replaced key keeps working for the time shown when you replace it, or stops at once if you choose so. A key that may have been disclosed must be revoked instead: it stops at once.

2.3. The full key is shown once, when it is created or replaced. IDR keeps only a fingerprint (hash) from which the key cannot be recovered. The Platform never sends a key by e-mail or in any other automatic message. A key IDR issues for you in its administration is handed to you once, by a channel agreed with you; if anyone else may have seen it, ask IDR to revoke it and issue a new one. A key that is lost cannot be shown again: create a new one (or ask IDR for one) and revoke the old one.

2.4. You must:

- keep every key secret and store it only on servers under your control or under the control of a service provider that runs your integration for you, never in code that runs in a browser or mobile application, in a public repository, in a URL or in a log;
- send it only over HTTPS, in the Authorization header (or X-API-Key) as the API documentation describes;
- give it to your own employees and to the developers and service providers that build or run your integration only as far as they need it, under a duty of confidentiality at least as strict as this one;
- revoke a key at once in your account, and tell IDR at contact@ids.express, if it may have been disclosed or used by someone not entitled to it.

2.5. Requests made with a key of your account are treated as yours until the key is revoked or expires (Terms 4.2) or, where you cannot revoke it in your account, until IDR revokes it after your report to contact@ids.express, which IDR does without undue delay. You are responsible, as for your own actions, for the actions of your employees, of the developers

and service providers of your integration and of the programs you connect to the API; a Partner Platform is likewise responsible for the requests it sends for its users. This does not change the rights of a buyer as the customer of IDR under section 7 of the Terms.

2.6. Before a key is created or replaced in your account, or given more tasks, and before a webhook endpoint is created or its signing secret replaced, IDR asks you to confirm your identity again (your password, or a new sign-in with Google). IDR may restrict a key to the IP addresses of your servers.

2.7. IDR writes to the e-mail address of the account that holds a key when the key is created, replaced, given more tasks or revoked, and reminds it before the key expires. These letters never contain the key itself and cannot be switched off. The expiry shown in your account applies even if a reminder does not reach you.

3. Permitted use

3.1. You may use the API to get prices, book, label, track, cancel and manage postal services for your own shipments and — for a Partner Platform — for the orders of its users as section 7 of the Terms describes, to read the documents, events and records of those shipments, and for the other operations the API documentation describes.

3.2. You must not:

- try to reach data, shipments, keys or accounts that are not yours, or to get around the separation between accounts and between the test and live environments;
- try to get around the limits, the checks or the security measures of the API, or test its resistance or capacity on the live environment (load or security tests need the written consent of IDR beforehand);
- make a key of your account available to anyone else, or resell or sublicense access to the API; a Partner Platform lets its users order the services of IDR through its own platform (section 7 of the Terms) but never gives them a key;
- send data you are not entitled to send, data that are false, or items the Postal Conditions exclude;
- use the API in a way that breaks the law or the Terms.

3.3. Each key sees only the shipments, documents, events and records of its own account (for a Partner Platform: of its own platform) and of its own environment. Knowing the identifier of another object gives no access to it.

3.4. For as long as these API Terms apply, IDR grants you a non-exclusive, non-transferable right to use the API and its documentation for the purposes of 3.1. The API, its documentation and the Platform remain the property of IDR.

4. Orders and the test environment

4.1. A booking request in the live environment that IDR confirms with a successful response (a tracking number and a label) is an order of a postal service with the same effect as an order confirmed on the Platform (Terms 5 and 12.1). The price of a quote IDR stored is the price the booking charges while the quote is valid. A repeated request with the same idempotency key does not order twice. This response is the confirmation of the order by IDR (Article 9 (3) letter b) of Law No. 365/2002 on electronic commerce); the order then stays available in your account. The steps of an order through the API, the check of the data before booking (a quote) and the correction of an error (cancellation under section 8 of the Terms) are those described in the API documentation; between businesses they apply instead of the steps of Article 8 (1) and (2) of that Law.

4.2. You are responsible for the data of each request — addresses, weights, dimensions, contents and their value, customs data. A difference found by the carrier is handled as the Terms and the Postal Conditions provide.

4.3. The test environment is for tests: its keys book no real shipment, send no courier and move no real money (they use a test balance and, unless IDR switches the key to a carrier's own test system, a simulated carrier). Test results, prices and labels have no effect and may not be used to ship.

5. Limits, availability and changes of the API

5.1. IDR limits the number of requests per minute of a key, of a Partner Platform and of an IP address, as shown in your account or the API documentation. A request over a limit is answered with the status 429 and the time after which to retry. IDR may change a limit for a valid reason, telling you beforehand where possible.

5.2. IDR takes reasonable care to keep the API available but does not guarantee that it works without interruption or error (Terms 9). No service level is agreed unless IDR signs one with you in writing. Maintenance is planned outside busy hours where possible.

5.3. IDR may add operations, fields, event types and codes at any time; your integration should ignore what it does not know. IDR announces a change that removes or changes the meaning of an existing operation or field at least 30 days before it takes effect, by e-mail and in your account and in the change log of the API documentation, unless the law, an authority or a security risk requires a shorter time.

6. Logs and records

6.1. IDR records the requests made to the API: their time, the key (by an identifier that does not reveal it), the operation, the result and its code, the time taken, the request identifier,

the idempotency key, the IP address and the browser or program that sent them, and a selection of the request and response that excludes what IDR does not need. These records are deleted 90 days after the request. A record about a shipment that is the subject of an open complaint or claim is kept, without the IP address and browser, until that matter is closed, and an extract needed for a specific security incident or legal claim is kept until it is closed. Security events — a key created, replaced, given more tasks or revoked, and a request refused for a wrong, expired or revoked key — are kept in the audit records of IDR; the IP address and browser of a refused request are removed 90 days after it.

6.2. Where your account has the Integrations / API page, you see there the requests made with the keys of your account in the last 90 days, with the IP address they came from; a Partner Platform may ask IDR for them. IDR watches the use of keys to detect misuse (for example an unusual number of bookings or errors) and may contact you about it; it does not stop bookings automatically on that ground.

7. Personal data and confidentiality

7.1. IDR processes the personal data received through the API as the controller, as the Privacy Policy explains (Terms 13.1). When you send IDR personal data of other persons (senders, addressees, buyers, contacts), you confirm that you may lawfully do so and that you have informed them where the law requires it (Terms 13.2).

7.2. You are the controller of what you do with the data you receive through the API (statuses, scans, documents, events, the records of 6.2). You use them only to perform, track and service the shipments concerned and to meet the related obligations, keep them secure, do not disclose information about the postal items (who sends what to whom) to anyone who is not entitled to it, and keep them no longer than you need them. Each of IDR and you answers the requests of the persons concerned about its own processing and helps the other where a request concerns both.

8. Webhooks

8.1. You may register endpoints that receive the events of your account (webhooks). An endpoint must be a public HTTPS address under your control; IDR refuses addresses of internal networks and of its own servers.

8.2. Each event is signed with a secret of the endpoint, shown once when the endpoint is created or its secret is replaced; you keep it secret and check the signature, the time and the identifier of each event. An event may arrive more than once and not in order: the API is the source of truth. IDR retries a delivery that failed for a limited time and switches off an endpoint that keeps failing or answers that it is gone; the events stay available through the API for the time the documentation states.

9. Suspension, revocation and end

9.1. IDR may suspend or revoke a key, or restrict the API for your account, at once where a key may have been disclosed, is misused or puts the Platform or other users at risk, where amounts are left unpaid, or for another serious reason under Terms 4.4. IDR tells you the reason — beforehand where possible, otherwise without delay — unless the law forbids it. Revoking a key also switches off the webhook endpoints it created.

9.2. You may revoke any key of your account at any time in your account. A revocation or the expiry of a key does not affect the orders already confirmed.

9.3. These API Terms apply from their acceptance for as long as your account holds a key. You may end them at any time by revoking every key of your account; a key created later is again subject to the version of these API Terms then accepted or the agreement then recorded. IDR may end them without a particular reason with 30 days' notice, or at once for a serious reason under 9.1. Clauses 2.5, 6, 7, 10 and 12 survive the end.

10. Liability

10.1. The liability of IDR for the postal services ordered through the API is the one set by the Postal Conditions and the Terms. For damage caused by the API itself and not by the performance of a postal service, section 9 of the Terms applies.

10.2. You are liable under the general law for damage caused to IDR or to other persons by a breach of these API Terms, in particular by a key of your account that you did not keep secret, by data you were not entitled to send, or by a use the API Terms forbid. Between businesses, neither party is liable for loss of profit or other indirect damage, except where caused intentionally or by gross negligence.

11. Acceptance and changes

11.1. You accept these API Terms in your account (Integrations / API) by ticking the box and pressing the button — before you create your first key there, or before the first request with a key IDR issued for you. If you accept on behalf of a company, you confirm that you are authorised to bind it. IDR records which version was accepted, when, by which account, from which IP address and browser, the text of the box you ticked and the language of the page, and the name and registration number of the company shown on your account at that moment. Instead, IDR and you may sign an agreement that covers the use of the API; IDR records its reference and the day it was signed, and the agreement prevails over these API Terms where it differs. A key of an employee account of a franchise is covered by the acceptance of its franchise owner. A Partner Platform operated by IDR under its own brand

applies these rules internally; IDR does not contract with itself. A key of an account for which none of these applies is refused until one does.

11.2. Each version is published with its number and the date it takes effect. Earlier versions remain available at their permanent addresses and as PDF files, and your account shows which version you accepted and when.

11.3. IDR may change these API Terms for a valid reason (a change in the law or of the Terms, a new feature, security, the correction of errors) and announces a change at least 15 days before it takes effect, by e-mail and in your account, unless the change is required by law or by an authority or is only in your favour. A new version applies to your account once you accept it in your account; IDR asks for it before you create or replace a key. If you do not accept it, you may stop using the API and revoke your keys; your keys keep working under the version you accepted until IDR ends these API Terms under 9.3.

12. Final provisions

12.1. These API Terms are governed by Romanian law; disputes are settled as section 18 of the Terms provides. They are drawn up in English; a translation or summary in another language is for information only.

12.2. If a provision is held invalid, the others remain in force. Not exercising a right is not a waiver of it.

12.3. Questions about the API and these API Terms, and reports of a disclosed key: contact@ids.express. The API documentation is published at ids.express/developers.