



Service Level Agreement

REGULAR

Agreement Overview

This Service Level Agreement ("SLA" or "Agreement") is made between DataTako (the "Service Provider") and the "Customer, defined as a customer holding a valid Datatako license, for the provision of services (the "Service" or "Services") necessary to support and maintain The DataTako Reporting Hub.

This Agreement will remain in effect until replaced by a mutually approved revision by both parties. The purpose of this Agreement is to define the terms and parameters of all IT services covered, as agreed upon by the primary stakeholders. It does not override any existing processes or procedures unless explicitly stated within this document.

Goals and Objectives

The purpose of this Agreement is to establish the necessary components and commitments to ensure consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to create a mutual understanding between the Service Provider(s) and Customer(s) regarding the provision of IT services.

The objectives of this Agreement are to:

- Clearly define service ownership, accountability, roles, and responsibilities.
- Provide a clear, concise, and measurable outline of the services offered to the customer.
- Align customer expectations of service delivery with the actual support and service provided.

Service Levels

Availability Guarantee: 99.5% (measured over a one-month period, excluding maintenance windows and any downtime caused by Microsoft services, including Power BI or the Azure cloud platform).

Maintenance Windows: Approximately 6 hours per month, when downtime is longer than 10 minutes user will get notified.

Support Window: Monday to Friday from 09:00 to 17:00 GMT+2. Support outside these hours is not guaranteed and may be subject to additional lead time.

Response and resolution times

The guaranteed response and resolution times depend on the severity of the disruption:

Very High: Complete outage – all users are affected or impacted by the disruption. The component or service is completely unreachable.

High: Significant disruption – a large number of users and critical business applications are affected.

Medium: Limited disruption – a number of users and functionalities are affected.

Low: An individual user or functionality is affected.

The response and resolution times are indicated in the table below, in hours:

	<i>Response</i>	<i>Resolution</i>
Very High	4	8
High	8	16
Medium	24	72
Low	32	72

The response and resolution times stated in this Agreement are measured in business hours within the support window (Monday to Friday, 09:00–17:00 GMT+2), unless otherwise agreed in writing between the parties

Third Parties

In certain cases, DataTako will not be able to guarantee the above response times when there are dependencies on infrastructure or process follow-up by third parties.

Security Commitments

In providing the Services, DataTako commits to the following measures to protect the security and confidentiality of Customer data:

- Data minimization by design: DataTako stores only report metadata and access permissions — never the underlying report data itself.
- Access to systems that support the Services is restricted to authorized DataTako personnel on a least-privilege basis, and multi-factor authentication (MFA) is enforced on all DataTako accounts.
- Customer data is encrypted in transit (TLS) and at rest.
- Logical separation between customers (tenant isolation) is maintained, and changes affecting security configuration are reviewed by a second engineer before release.
- Personal data is processed in accordance with the Data Pro Statement (processing agreement) that forms part of DataTako's General Terms and Conditions; personal data breaches are notified to the Customer in accordance with that agreement and the GDPR.
- DataTako maintains an information security program that is examined annually by an independent auditor; the resulting report is available to Customers upon request under NDA.