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Haven Connect API Documentation

Integration Gateway — Developer Reference

Version 2.0 — April 2026

1. Overview

The Haven Connect Integration Gateway provides a secure, scalable RESTful API that enables authorised government systems (e.g., SWIMS, eHealth, SASSA) and approved partner organisations to synchronise case-related data with the Haven Connect platform.

All integrations are:

- **Consent-based**
- **POPIA-compliant**
- **Fully audited**

The API is designed to ensure secure interoperability while maintaining strict control over sensitive data.

2. Authentication & Security

All API requests must be authenticated using secure headers. API keys are generated via the Haven Connect Business Suite.

Key Security Features

- API keys are **hashed using SHA-256** at rest
- Keys are displayed **only once upon generation**
- All requests require **HMAC-SHA256 request signing**

Required Headers





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Header	Description
X-HC-API-Key	Your API key (format: hc_...)
X-HC-Org-Id	Your organisation UUID
X-HC-Timestamp	ISO 8601 timestamp of the request
X-HC-Signature	HMAC-SHA256 signature of the request body

3. Rate Limiting

To ensure platform stability and fair usage, API requests are rate limited per API key.

- **Default Limit:** 100 requests per hour
- **Custom Limits:** Configurable per organisation in the Business Suite

Rate Limit Response

If the limit is exceeded:

- HTTP Status: 429 Too Many Requests
- Includes: Retry-After header indicating wait time

4. API Endpoints

4.1 Sync Case Status

Endpoint: POST /api/v1/sync/case-status

Synchronises case status updates between Haven Connect and external systems.

Supports:

- **Inbound sync** (external → Haven Connect)
- **Outbound sync** (Haven Connect → external)



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Request Fields

Field	Description
case_id	Haven Connect case UUID
external_ref	External system reference number
status	Current case status
direction	inbound or outbound
timestamp	ISO 8601 timestamp of the update

4.2 Sync Referral

Endpoint: POST /api/v1/sync/referral

Exchanges referral metadata between Haven Connect and external systems.

Important: Only metadata is shared. No clinical notes or session transcripts are transmitted.

4.3 Retrieve Sync Logs

Endpoint: GET /api/v1/sync/logs

Retrieve synchronisation logs for your organisation.

Query Parameters

Parameter	Description
limit	Number of records (default: 50)
offset	Pagination offset

Response Includes

- Sync type
- Direction (inbound/outbound)
- Status
- Duration
- Error messages (if applicable)



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5. Data Types & Field Mapping

Organisations have full control over which data types are shared during integration.

Available Data Types

Data Type	Description
case_status	Case status (open, closed, in-progress)
referral_info	Referral source and destination
case_category	GBV, child protection, substance abuse, etc.
case_priority	Low, medium, high, critical
client_demographics	Anonymised age, gender, and region
outcome_data	Case resolution outcomes
service_delivery	Service tracking records

6. Webhook Notifications

Haven Connect supports real-time event notifications via webhooks.

Features

- Real-time sync event alerts
- Secure delivery using **HMAC-SHA256 signatures**
- Configurable endpoint per organisation

Use Cases

- Trigger internal workflows
- Update external dashboards
- Real-time monitoring and alerts



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7. Error Handling

The API uses standard HTTP response codes.

Code	Meaning
200	Success
400	Invalid request or missing fields
401	Invalid or expired API key
403	Insufficient permissions
429	Rate limit exceeded
500	Internal server error (retry with backoff)

8. POPIA Compliance & Data Protection

Haven Connect is built with strict adherence to South Africa’s Protection of Personal Information Act (POPIA).

Compliance Principles

- **Explicit consent required** for all data sharing
- **Immutable audit logs** for all API interactions
- **No sensitive content transmission** (e.g., chat logs, clinical notes)
- **Data minimisation enforced** — only necessary metadata is shared

Data Protection Guarantees

- End-to-end secure transmission
- Full auditability of integrations
- Organisation-level control over shared data



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9. Best Practices

To ensure optimal integration performance:

- Implement **retry logic with exponential backoff**
- Validate all request payloads before sending
- Securely store API keys (never expose client-side)
- Monitor webhook delivery and failures
- Regularly audit integration permissions

10. Support & Contact

For integration support, onboarding, or security inquiries:

- Visit: www.havenaid.org
- Contact: Haven Connect Integration Team

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