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HAVEN AID | Haven Connect

Integration Gateway : Developer Documentation

Version 2.0 — April 2026

1. Introduction

The Haven Connect Integration Gateway is a secure, scalable RESTful API designed to enable authorised government systems (such as SWIMS, eHealth, and SASSA) and partner organisations to integrate seamlessly with Haven Connect.

This API facilitates the controlled exchange of case-related metadata while ensuring strict adherence to POPIA (Protection of Personal Information Act) compliance standards.

All integrations are:

- Consent-based
- Fully auditable
- Privacy-first by design





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2. Authentication & Security

All API requests must be authenticated using a secure API key generated via the Haven Connect Business Suite.

Required Headers

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

Security Notes

- API keys are SHA-256 hashed at rest
- Keys are only visible once at creation
- All requests are signed to prevent tampering





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3. Rate Limiting

Each API key is assigned a configurable rate limit.

- **Default Limit:** 100 requests per hour
- **Exceeded Limit Response:** HTTP 429 (Too Many Requests)
- **Retry Handling:** Includes Retry-After header

Rate limits can be adjusted per organisation via the Business Suite.

4. Core 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 (external → Haven Connect)
- Outbound (Haven Connect → external)



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Request Fields

Field	Description
case_id	Haven Connect case UUID
external_ref	External system reference ID
status	Current case status
direction	inbound
timestamp	ISO 8601 timestamp

4.2 Sync Referral

Endpoint: POST /api/v1/sync/referral

Enables the secure exchange of referral metadata between systems.

Important:

- No clinical notes or session transcripts are shared
- Only referral metadata is transmitted

4.3 Retrieve Sync Logs

Endpoint: GET /api/v1/sync/logs?limit=50&offset=0

Returns paginated synchronisation logs for auditing and monitoring.

Response Includes



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

5. Data Governance & Field Mapping

Organisations maintain full control over what data is shared.

Available Data Types

Data Type	Description
case_status	Case lifecycle status
referral_info	Referral origin and destination
case_category	e.g. GBV, child protection
case_priority	Low, Medium, High, Critical
client_demographics	Anonymised (age, gender, region only)
outcome_data	Case resolution outcomes
service_delivery	Service tracking records

Key Principle

Only **minimum necessary data** is shared at all times.



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6. Webhook Notifications

Haven Connect supports real-time webhook notifications for system events.

Features

- Instant event delivery
- HMAC-SHA256 signed payloads
- Configurable endpoint per organisation

Example Events

- Case status updates
- Referral creation
- Sync failures

7. Error Handling

The API uses standard HTTP response codes.

Code	Meaning
200	Success
400	Invalid request or missing fields
401	Authentication failure
403	Permission denied
429	Rate limit exceeded
500	Internal server error

Best Practice





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Implement retry logic with exponential backoff for 5xx errors.

8. POPIA Compliance & Data Protection

Haven Connect is built with strict compliance to POPIA regulations.

Compliance Measures

- Immutable audit logs for all API activity
- Explicit organisational consent required for all data sharing
- No transmission of sensitive client content

Data Restrictions

The following data is **never shared via API**:

- Chat transcripts
- Clinical notes
- Personally identifiable sensitive content

Only anonymised and metadata-level information is exchanged.

9. Conclusion

The Haven Connect API is designed to balance **interoperability, security, and ethical data handling**.

It enables organisations to collaborate effectively while maintaining full control over data privacy, compliance, and system integrity.

For integration support, contact: tech@havenaid.org