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“A Safe Haven for Everyone, Everywhere.”

## HAVEN CONNECT

### INTEGRATION, SECURITY & DATA PROTECTION SERVICE LEVEL AGREEMENT (SLA)

**Effective Date:** 2026

**Website:** [www.havenaid.org](http://www.havenaid.org)

#### 1. PURPOSE

This Service Level Agreement (“SLA”) defines the service commitments, security controls, and data protection standards provided by **Haven Aid** (“Company”, “we”, “our”) in relation to the **Haven Connect platform** (“Service”).

This document is intended for customers, partners, and stakeholders requiring transparency on **availability, performance, security, and regulatory compliance**.

#### 2. SERVICE AVAILABILITY

##### 2.1 Uptime Commitment

Haven Aid guarantees a **Monthly Uptime Percentage (MUP) of 99.5%**, excluding Scheduled Maintenance.

##### 2.2 Maintenance

- Scheduled maintenance window: **Sundays, 02:00 – 06:00 SAST**
- Minimum **72 hours** prior notice

##### 2.3 Downtime Limitation

Unplanned downtime shall not exceed **3.6 hours per calendar month**.





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### 3. PERFORMANCE STANDARDS

Metric	Commitment
API Response Time (p95)	< 500 ms
API Response Time (p99)	< 2000 ms
Data Processing Time	< 5 seconds per record
Webhook Delivery	< 30 seconds

### 4. SUPPORT & INCIDENT MANAGEMENT

#### 4.1 Severity Levels

Severity	Description	Response Time	Resolution Target
Critical	Full outage	1 hour	4 hours
High	Major degradation	4 hours	24 hours
Medium	Partial issue	24 hours	72 hours
Low	Minor request	72 hours	Best effort

#### 4.2 Incident Response Framework

Aligned with **SOC 2** and **ISO 27001**, Haven Aid maintains:

- Continuous monitoring and alerting
- Incident classification and escalation
- Containment and remediation procedures
- Root cause analysis and reporting within **5 business days**

### 5. DATA PROTECTION & PRIVACY COMPLIANCE

Haven Aid is committed to protecting personal data in accordance with:

- General Data Protection Regulation
- Protection of Personal Information Act



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## 5.1 Roles & Responsibilities

- **Customer:** Data Controller / Responsible Party
- **Haven Aid:** Data Processor / Operator

Haven Aid processes personal data **only on documented instructions** from the Customer.

## 5.2 Core Data Protection Principles

Haven Aid adheres to:

- Lawfulness, fairness, and transparency
- Purpose limitation
- Data minimization
- Accuracy and integrity
- Storage limitation
- Confidentiality and accountability

## 5.3 Data Subject Rights

Where applicable under GDPR and POPIA, Haven Aid supports:

- Right of access
- Right to rectification
- Right to erasure (“right to be forgotten”)
- Right to restrict processing
- Right to data portability
- Right to object

Requests are processed in coordination with the Customer.

## 5.4 Cross-Border Data Transfers

Where personal data is transferred internationally, Haven Aid ensures:

- Adequate safeguards are in place
- Standard contractual clauses (SCCs) or equivalent protections
- Compliance with applicable regulatory requirements

## 6. DATA SECURITY MEASURES



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## 6.1 Encryption

- Data in transit: **TLS 1.2+**
- Data at rest: **AES-256 or equivalent**

## 6.2 Access Controls

- Role-Based Access Control (RBAC)
- Multi-Factor Authentication (MFA)
- Least privilege enforcement

## 6.3 Infrastructure Security

- Secure cloud hosting environments
- Network segmentation and firewall protections
- Continuous vulnerability scanning

## 6.4 Application Security

- Secure Software Development Lifecycle (SSDLC)
- Regular security testing and code reviews
- Patch and dependency management

## 6.5 Logging & Monitoring

- Centralized logging systems
- Audit trails for sensitive operations
- Real-time threat detection

## 7. COMPLIANCE & GOVERNANCE

Haven Aid aligns with:

- ISO/IEC 27001
- SOC 2



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## 7.1 Governance Practices

- Information Security Management System (ISMS) principles
- Risk assessment and treatment processes
- Internal audits and continuous improvement

## 8. DATA BREACH & INCIDENT NOTIFICATION

In the event of a confirmed personal data breach:

- Customers will be notified **without undue delay**
- Relevant details, impact, and mitigation steps will be provided
- Support will be given for regulatory reporting obligations

## 9. MONITORING & REPORTING

Haven Aid provides:

- 24/7 system monitoring
- Monthly performance and uptime reports
- Incident post-mortems within **5 business days**
- Quarterly security reviews (enterprise customers)

## 10. ESCALATION PROCEDURE

- Level 1: integrations@havenaid.org
- Level 2: tech@havenaid.org
- Level 3: cto@havenaid.org
- Security (24/7): security@havenaid.org

## 11. SERVICE CREDITS

Monthly Uptime	Service Credit
< 99.5%	5%
< 99.0%	10%
< 98.0%	25%

Credits apply to future invoices and must be claimed within 30 days.





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## 12. EXCLUSIONS

This SLA does not apply to:

- Customer misuse or misconfiguration
- Third-party systems Haven Aid control
- Force majeure events
- Internet or infrastructure failures not controlled by Haven Aid
- Scheduled maintenance

## 13. LIMITATION OF LIABILITY

Haven Aid shall not be liable for:

- Indirect or consequential damages
- Loss of revenue or profits
- Data loss caused by third-party integrations

## 14. CONFIDENTIALITY

All information contained herein is confidential and proprietary to Haven Aid and may not be disclosed without authorization.

## 15. AMENDMENTS

This SLA may be updated periodically. The latest version will always be available at:  
[www.havenaid.org](http://www.havenaid.org)

## 16. CONTACT

**Haven Aid**

Website: [www.havenaid.org](http://www.havenaid.org)

Email: integrations@havenaid.org