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HAVEN CONNECT

PARTNER INTEGRATION ONBOARDING GUIDE

Secure Integration Process for Technology Partners

Haven Aid | www.havenaid.org

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1. INTRODUCTION

Welcome to **Haven Connect**, Haven Aid’s secure integration platform designed to enable seamless, compliant data exchange between partner systems.

This onboarding guide provides a **step-by-step process** for establishing a secure and compliant integration with the Haven Connect Integration Gateway.

All integrations are designed in accordance with:

- General Data Protection Regulation
- Protection of Personal Information Act

2. ONBOARDING OVERVIEW

The onboarding process consists of six structured phases:

1. Access Request & Review
2. Data Processing Agreement (DPA) Execution
3. Integration Configuration
4. API Key Provisioning
5. Testing & Validation
6. Production Go-Live

Each phase ensures security, compliance, and operational readiness.





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3. STEP 1: ACCESS REQUEST

To initiate onboarding, partners must submit an access request to:

Email: integrations@havenaid.org

Required Information:

- Organisation name and registration number
- System/application name and version
- Integration use case and objectives
- Categories of data to be processed
- Technical contact details (primary and secondary)

Review Process:

- Requests are reviewed for **technical compatibility, security, and compliance**
- An onboarding session will be scheduled within **5 business days**

4. STEP 2: DATA PROCESSING AGREEMENT (DPA)

Before any data exchange occurs, a **Data Processing Agreement (DPA)** must be executed between both parties.

The DPA Defines:

- Data categories and processing scope
- Roles (Controller / Processor or Responsible Party / Operator)
- Data retention and deletion policies
- Security and encryption requirements
- Incident response and breach notification procedures
- Cross-border data transfer safeguards

This step ensures full compliance with **GDPR** and **POPIA** obligations.



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5. STEP 3: INTEGRATION CONFIGURATION

Once approved, integration setup is completed via the Haven Connect platform.

Configuration Steps:

1. Log in to the **Haven Connect Business Suite**
2. Navigate to: **Integrations** → **Add Integration**
3. Select your system type
4. Enter your **API endpoint URL**
5. Configure sync direction:
 - Inbound
 - Outbound
 - Bidirectional
6. Select applicable data categories for synchronization

All configurations must align with the agreed DPA scope.

6. STEP 4: API KEY MANAGEMENT

API credentials are generated securely within the platform.

Steps:

1. Navigate to **API Keys**
2. Click **Generate API Key**
3. Assign a descriptive name (e.g., “Production Integration Key”)
4. Define permissions:
 - Read
 - Write
 - Sync
5. Configure rate limits (requests per hour)

Security Requirements:

- API keys are displayed **only once upon creation**
- Keys must be stored securely using secrets management best practices
- Keys must **never be exposed in client-side code or public repositories**



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7. STEP 5: TESTING & VALIDATION

Before production deployment, all integrations must be tested.

Test Endpoint:

POST /api/v1/test/ping

Validation Checklist:

- Confirm successful connection response
- Measure latency and performance
- Verify data synchronization logs
- Validate error handling scenarios

Testing results must meet performance and security expectations outlined in the SLA.

8. STEP 6: GO-LIVE PROCEDURE

Once testing is complete:

- Set integration status to **Active**
- Enable production API endpoints
- Monitor synchronization activity for the first **48 hours**
- Configure webhooks for real-time event notifications

Recommended Post-Go-Live Actions:

- Enable alerting and monitoring
- Review logs for anomalies
- Conduct a post-deployment validation check



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9. SECURITY & COMPLIANCE REQUIREMENTS

All partners must adhere to Haven Aid’s security standards, including:

Minimum Security Controls:

- Encryption in transit (TLS 1.2+)
- Secure API authentication practices
- Role-based access controls
- Protection against unauthorized access
- Secure storage of credentials

Compliance Alignment:

- ISO/IEC 27001 principles
- SOC 2 (Security & Availability)

Failure to meet security requirements may result in suspension of integration access.

10. SUPPORT & DOCUMENTATION

Integration Support:

- **Email:** integrations@havenaid.org
- **Technical Documentation:** docs.havenaid.org/api
- **Security & Emergency (24/7):** security@havenaid.org



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11. BEST PRACTICES

To ensure optimal integration performance:

- Implement retry logic and exponential backoff
- Use idempotent API requests where applicable
- Monitor API usage and rate limits
- Log all integration activity for audit purposes
- Regularly rotate API keys

12. CONFIDENTIALITY NOTICE

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