

SERVICE LEVEL AGREEMENT

1. Introduction

This Service Level Agreement ("SLA") outlines the service commitments of **HEYDOCS LTD** ("HeyDocs", "CalmCompliance", "we", "our", or "us") to UK customers ("Customer", "you", or "your") regarding the use of our document management and policy compliance software ("Service").

This SLA is effective from the date of the agreement and remains valid until terminated by either party.

2. Support Availability

CalmCompliance provides support services during standard UK business hours:

Monday to Friday, 9:00 AM to 5:00 PM (GMT/BST)

Excludes UK public holidays

Support is accessible via:

Email: help@calmcompliance.com

Live Chat: Available within the platform during working hours

3. Service Uptime Guarantee

CalmCompliance aims to maintain **99.5% uptime** for the Service, excluding scheduled maintenance and force majeure events.

Planned maintenance requiring downtime will be communicated at least **48 hours in advance**, and we will aim to schedule maintenance outside of business hours where possible.

4. Incident Response Times

We categorise and respond to support requests as follows:

Severity Level	Description	Response Time
Critical	Service is completely unavailable	1 business hour
High	Major functionality is impaired	4 business hours
Medium	Minor functionality issues	1 business day
Low	General queries and minor issues	2 business days

5. Data Backup & Recovery

Customer data is backed up **daily**.

Backup retention period: **30 days**.

In case of data loss, CalmCompliance will aim to restore data within **24 hours**.

6. Customer Responsibilities

To receive support, the Customer agrees to:

Provide a clear description of the issue, including screenshots where applicable.

Ensure internet connectivity and appropriate device/browser configurations.

Follow security and compliance best practices when using the Service.

7. Exclusions

This SLA does not cover:

Issues caused by the Customer's infrastructure, network, or third-party services.

Customer negligence or failure to follow provided guidelines.

Force majeure events, including but not limited to natural disasters, cyberattacks, or government actions.

8. Termination & Review

This SLA is reviewed annually. Either party may terminate this SLA with **30 days' notice**.

CalmCompliance reserves the right to modify this SLA with prior notice.

9. Contact Information

For any SLA-related concerns, contact help@calmcompliance.com

This SLA is intended to provide transparency and reliability in our service commitments to UK businesses.