



# Service Level Agreement (SLA)

**Umbraic B.V.**

Last updated: 27/11/25

Governing law: The Netherlands

This Service Level Agreement (“SLA”) describes the service performance commitments provided by Umbraic B.V. (“Provider”) for its Compliance AI platform (“Service”). This SLA applies to all Customers with an active subscription, unless otherwise agreed in writing.

## 1. Service Availability

Provider shall maintain a minimum 99.5% Service Availability per calendar month, excluding Scheduled Maintenance. Scheduled Maintenance shall be announced at least 48 hours in advance and conducted outside business hours whenever reasonably possible.

## 2. Support Response Times

All requests shall be responded to within 24 hours.

## 3. Security & Data Protection

Provider shall implement industry-standard security measures. Provider processes personal data in accordance with GDPR and its [Privacy Policy](#).

## 4. Maintenance & Updates

The Provider may deploy updates, improvements, and security patches on a rolling basis.

## 5. Service Exclusions

This SLA does not apply to interruptions caused by:

- Customer systems or integrations
- Third-party services or outages
- Internet or network instability outside Provider’s control
- Misuse of the Service
- Force Majeure events

## 6. Service Credits

If monthly Availability falls below the committed 99.5%, the Customer is entitled to a credit toward the next subscription invoice:



- 98.0%–99.49%: 5% credit
- 95.0%–97.99%: 10% credit
- Below 95.0%: 20% credit

Claims must be submitted by email within 30 days of the affected month.

## 7. Change Management

Provider will provide reasonable notice (typically 7 days) for material changes to the Service.

Urgent security updates may be deployed without prior notice.

## 8. Updates to This SLA

Umbraic may update this SLA from time to time. Significant changes that materially impact service levels will be communicated to the Customer with prior notice. The current version will always be available at: [umbraic.com/sla.pdf](https://umbraic.com/sla.pdf)