Doc. name : **Oxygis - Cloud hosting - Service level agreement**

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Summary: Databases and services hosted on the Oxygis Cloud Infrastructure benefit from the following level of service at all times:

This Service Level Agreement forms an integral part of the Oxygis Subscription Agreement when the Client chooses to host via the Oxygis Cloud Infrastructure.

I. Uptime - 99.9

- Customer databases are hosted in the Azure Western Europe region.
- We work with Microsoft Azure services that offer a guaranteed availability of at least 99.95%. Although Microsoft Azure guarantees an SLA of 99.95% for its managed services, Oxygis is committed to a minimum availability of 99.9% for its application services, excluding planned maintenance or force majeure.

II. Backups and disaster recovery

- Weekly back-ups stored for 1 year
- Backups stored on / and following Microsoft Azure policies within an availability zone with replication in several data centres.

III. Security

The security of your data is very important to us, and we design our systems and procedures to guarantee it. Here are just a few examples:

- **HTTPS** - Use of the HTTPS secure protocol to encrypt exchanges between Clients and the server.
- **Reliable platform** - Hosting the application on Azure, which guarantees the hardware, data storage and network.
- **Passwords** - Customer passwords are protected by industry-standard PBKDF2+SHA512 encryption (salted + stretched for thousands of turns).

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- **Isolation -** Client data can be stored in dedicated databases - no sharing of data between Clients, no access from one database to another.

IV. Service continuity plan

Scope covered by Oxygis

Oxygis designs and develops its applications with a systematic focus on :

- Minimise the need for systems and infrastructure administration by using managed services provided by the world's leading cloud providers (e.g. Microsoft Azure, Amazon Web Services);
- Minimise dev ops operations through automated deployment and testing dev ops systems.

This is done with a view to maintaining a human-sized, highly agile operational team that can devote most of its time to developing new features.

In doing so, Oxygis transfers responsibility for the lower layers of the architecture to the cloud provider, offering an unrivalled level of service and at the same time minimising the multitude of risks encountered in a more traditional approach.

This in no way detracts from the principle that Oxygis retains a share of responsibility that it is keen to honour.

Oxygis is continually evolving the architecture of the cloud infrastructure it uses in order to minimise the risks of security and downtime for its services, while striving to follow the best practices recommended by the cloud service provider and the community.

Our scope of responsibility includes at least :

- End points
- All the data required to run our applications. This does not include data entered by the Customer.
- Management of access and accounts for its employees and its Customers' administrator accounts. The Client remains responsible for the non-disclosure of its login and password to third parties, as well as the management of the access rights it grants to its users via the Oxygis administration user interface.

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The diagram below illustrates the concept of shared responsibility between Oxygis, its Cloud service provider (Microsoft Azure) and the Client.

Liability	Oxygis Cloud Infrastructure - SaaS (hosted on a Paas infrastructure)		Self-hosting : Customer's infrastructure
Information and data			
Terminals (Mobile and Personal Computers)*			
Accounts and identities			
Identity and directory infrastructure			
Applications			
Network control			
Operating system			
Physical hosts			
Physical network			
Physical data centre			

* A distinction is made here between information, data, terminals and accounts/identities belonging to the Client or to Oxygis. More explicitly and by way of example, the Client remains responsible for the veracity and quality of the information and data it encodes in Oxygis. Oxygis is responsible for the information and data it integrates into its applications.
**Applicable only if the Client decides to use Oxygis on its own infrastructure.

	Microsoft Azure
	Oxygis
	The Customer

Level of service continuity provided and back-up solutions :

Most of the service continuity provided is covered by the Cloud service provider on which the Oxygis architecture is deployed. The infrastructure and managed services used by Oxygis (e.g. Azure App Service, Azure SQL Database, etc.) are designed to provide high availability, a very low risk of data loss, and a low risk of service interruption.

These managed services come with options for security, performance (e.g. auto-scaling of instances or auto-tuning of db) and replication in other regions. Some options are systematically activated by us. Other options (e.g., multi-region replication, multi-zone deployment, specific backups, etc.) are reviewed in collaboration with the Client and are activated at the Client's request. However, Oxygis reserves the right to pass on the additional cost generated by the activation of these options. Where applicable, these options may be the subject of a specific appendix, or may be integrated into the purchase order.

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In addition to this, Oxygis has organised its team so that every day two people are responsible for ensuring the presence of the helpdesk, which is accessible by telephone, email and via the Oxygis ticket management system (access available via the application).

In the event of partial or total unavailability of staff, a back-up procedure is implemented so that the teams of our sister company Aloalto, sharing the same offices, are able to react without delay. If Aloalto is completely unavailable, Oxygis can still rely on its network of integrator partners.

Any unavailability of Oxygis' premises has no impact on the continuity of service. Oxygis does not host any infrastructure on its premises that could affect the proper functioning of its applications. 100% of the infrastructure is in the cloud.

Maximum Allowable Interruption Duration (MAID) and Maximum Allowable Data Loss (MADL) :

Oxygis configures its cloud services according to the best practices recommended by Microsoft Azure, guaranteeing a Maximum Acceptable Data Loss (MADL) of less than 5 minutes and a Maximum Acceptable Downtime (MADD) of less than 1 hour for critical services, except in the event of a major failure of the cloud provider.

Criticality levels and response times

Oxygis provides technical support on working days (Monday to Friday, 9am to 5pm, excluding Belgian public holidays) via the channels indicated on its website. Reported incidents are classified according to the following criticality level:

Criticality	Description	Response time
Review	Application inaccessible or unavailable to all users	< 8 working hours
Major	Major malfunction with a major impact on certain functions	< 2 working days
Minor	Discomfort in use or non-blocking fault	< 5 working days

Oxygis undertakes to make all reasonable efforts to resolve incidents as quickly as possible, without guaranteeing a resolution timeframe.
These commitments constitute an obligation of means, and not an obligation of result.