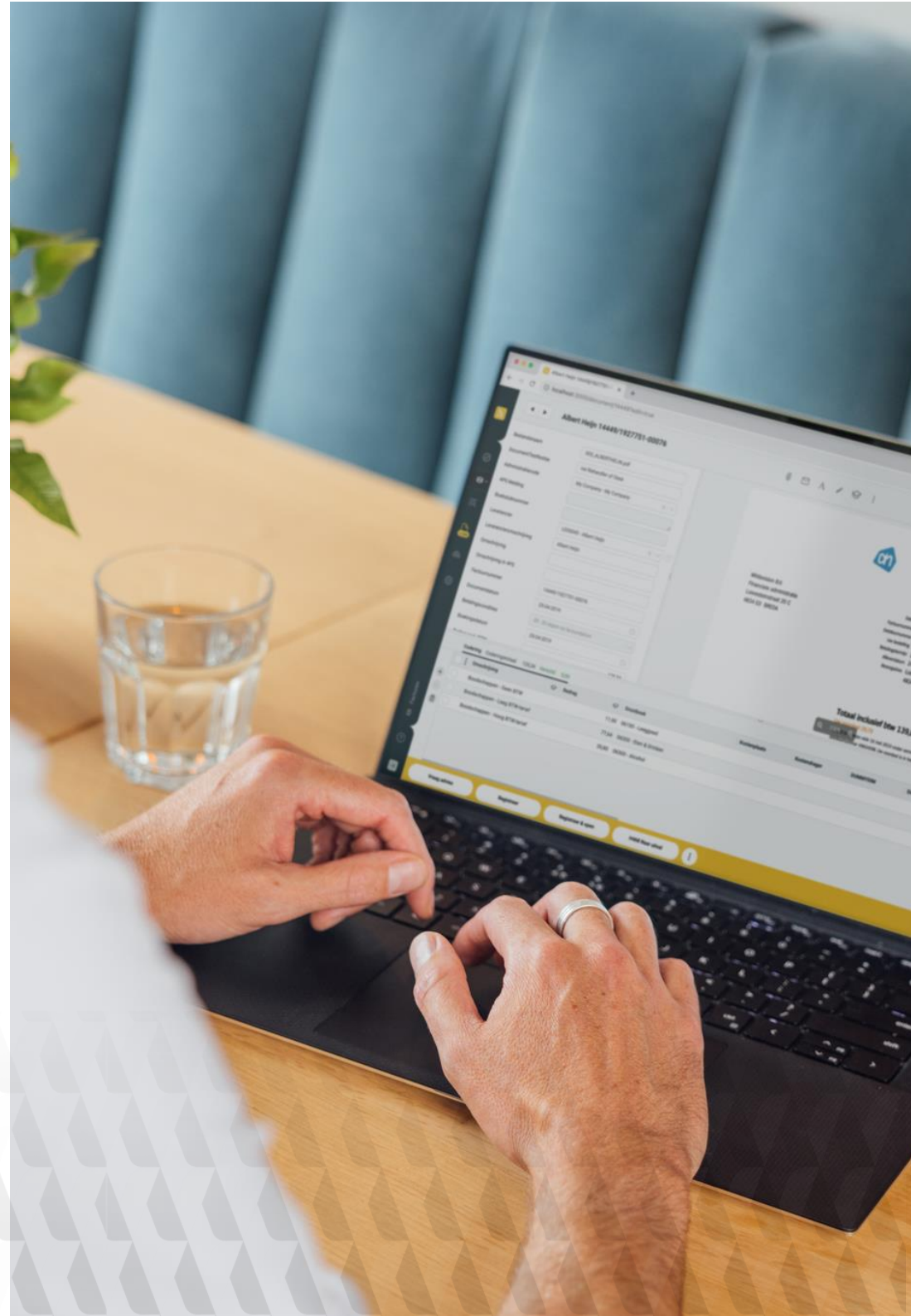


Service Level Agreement



Whitevision B.V.





About this document

Wanneer je gebruikmaakt van een oplossing van Whitevision, wil je weten wat je van ons kunt verwachten.

That's why we've created a specific Service Level Agreement (SLA) for each product. This SLA outlines the agreements regarding our services, such as availability, support, and response times, tailored to the product you use.

This SLA applies to the following Whitevision products:

- Inconto

This SLA is a supplement to our General Terms and Data Processing Agreement. By offering the SLA separately, we can define clear and relevant agreements per product, without repetition or confusion, keeping things clear and organized.

In this document, we use the terms “we” and “you.” “We,” “us,” and “our” refer to Whitevision B.V. (hereinafter “Whitevision”). “You,” “your,” and “yours” refer to you as the customer.

The signed quotation (hereinafter “the agreement”) forms the basis of our collaboration and contains the individual arrangements you’ve made with us. In case of any discrepancies, the agreement always takes precedence over this document.

The most recent terms apply when using our solutions. This version of the SLA was established on July 1, 2025, and replaces all previous versions.

This document is available in both Dutch and English. In case of discrepancies between the two versions, the Dutch version shall prevail.

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1. Your subscription

1.1 Subscription

SaaS oplossing

Your Inconto environment is fully hosted by us, which is why we refer to it as a SaaS solution (Software as a Service). Your subscription includes the product components and functionalities you have selected. These are listed on your invoice.

2. Security

We do everything we can to properly secure your (personal) data against loss or other forms of unlawful processing. To this end, we have implemented appropriate technical and organizational measures.

We ensure the correct use of tools, methods, and technologies to safeguard the availability, integrity, and confidentiality of our solutions as much as possible. Misuse detection is part of our (daily) standard monitoring activities.

All data traffic is transmitted securely, and we ensure that your (personal) data is only accessible to our employees on a need-to-know basis.

2.1 Data centers

We host our solutions on systems located in certified data centers within the EU, which are at minimum ISO 27001 certified (the certificate can be provided upon request). This ensures the security of the infrastructure, services, and everything under management. The

data centers we use have multiple physical locations and physical security measures that prevent direct access.

2.2 Backups

To ensure continuity, an up-to-date backup is available of the key supporting software, such as the operating system, the DBMS, and standard applications. The data within the Inconto applications is backed up daily, with a maximum age of 24 hours. The server infrastructure is set up redundantly, with active standby servers in both data centers. In addition, a full disaster backup of the production environment is available, allowing for rapid recovery in the event of an incident.

2.3 Access

To ensure the security of the Inconto applications and the underlying servers, we utilize various security systems. The components that are directly visible to your organization include:

- Application access via username and password, or through external authorization options based on SAML2 (SSO)
- Options to restrict access based on IP address (or IP range)
- Secure connections using SSL certificates

We have implemented a range of security measures at the application, server, and network levels to prevent unauthorized access to our applications.

3. Online services

3.1 Availability

We believe it is important that you are satisfied with the use of our solutions. The availability and performance of our solutions are key elements in this. That is why we continuously monitor our online systems. This enables us to prevent disruptions or resolve them quickly. We also measure response times and use this information to improve our solutions.

Together with our top-tier data centers, we strive for a high level of availability, guaranteeing 99.9% uptime per quarter during the time window of 08:00 to 20:00. Maintenance activities are scheduled outside of these hours as much as possible and are not counted as downtime.

To ensure this level of availability, we deploy both internal and external software tools. Internal systems provide immediate alerts in case of disruptions, while external tools generate reliable reports (available upon request). This enables us to respond quickly and effectively to situations that could negatively impact the availability of our systems.

3.2 Capacity and performance

We guarantee sufficient data capacity and processing speed to ensure generally acceptable response times during normal use of the application, such as retrieving screens and saving modified data. In most cases, the response time is less than two seconds.

An exception applies to reports, as these often involve multiple and complex calculations.

Performance also depends on your own infrastructure. A stable and fast internet connection is essential to make optimal use of the Inconto application. In practice, most existing internet connections are more than adequate for this purpose.

3.3 Maintenance and updates

If scheduled **maintenance** may affect availability, we will inform the designated contact person in advance. We aim to announce such activities at least one week beforehand, allowing you to prepare accordingly.

To ensure the high quality of our software, we release periodic **updates** (a maximum of four per year). These updates typically include new features, improvements, and bug fixes.

You will receive a notification two weeks in advance regarding the planned update of your acceptance environment. This environment will be updated automatically once the new version becomes available, giving you sufficient time to execute your own test plans. The update of the production environment will be announced at least one month in advance. Each update is accompanied by release notes that provide a detailed explanation of the changes. These release notes are available through our customer portal and are also shared with our contact persons via email.

In addition, we apply patches in between regular updates to implement targeted improvements to the existing version of our solution. These may include bug fixes or minor technical adjustments. Applying patches is a standard, ongoing practice for us and contributes to the stability and reliability of the solution. In practice, you will hardly notice these, as the solution is typically unavailable for only a few minutes. Incidental patches and bug fixes that are critical and cannot be postponed will, of course, be implemented immediately.

4. Quality of service

4.1 Customer portal

To provide you with optimal clarity and accessibility, we aim to communicate as much as possible through the Inconto customer portal. Here you will find all release notes, maintenance notifications, and other non-urgent announcements in one central location: support.inconto.com. This ensures that you always have access to the most up-to-date information, whenever you need it.

In urgent situations, the designated contacts within your organization will also be informed directly, for example: by email or phone, so that swift and targeted action can be taken.

Contact persons

To ensure smooth and secure handling of support requests, your organization must register up to three authorized contact persons via the Inconto Customer Portal. These individuals are authorized to submit support requests. An account can be requested via the 'Request Account' button on the login page.

4.2 Version support

To ensure we can continue to support you effectively as a customer, it is important that you use the most recent version of Inconto. This guarantees access to the latest functionalities and a system in which known issues have already been resolved.

By default, we support the latest version (N) and the version directly preceding it (N-1). This means you may be up to one version behind to remain eligible for full support. The versions covered under this standard service are listed on our customer portal.

If you are more than one version behind and encounter an issue that has already been resolved in a newer version, an update will be required before support can be provided.

5. Support

After you've chosen Inconto, our solution will be installed and configured. Once the solution is functioning properly and you've received the necessary explanation and training, the project is considered complete. From that moment on, you can contact our support team with any questions.

The following sections explain how to submit your questions and how we handle different types of support requests.

5.1 Three steps to a solution

Step 1: Submit a ticket

We want to help you as quickly and effectively as possible, both now and in the future. You can submit a ticket in several ways:

- Via the online inconto-customer portal: support.inconto.com
- By email: servicedesk@inconto.com
- By phone: +31(0)850 - 185 725 during office hours (8:00 – 17:30)

Please include as much information as possible, such as a clear explanation, examples, and screenshots. This helps us prioritize your request, prepare properly, and provide a fast and targeted solution.

If you have multiple issues to report, we kindly ask you to submit them separately. This allows our support team to assign the correct priority to each individual ticket.



Step 2: Classification and priority

Each ticket is assigned a unique number. Based on the information you provide, we assign a classification and priority.

Classifications

- Disruption
- Bug (an error in the solution that affects functionality)
- User question
- Tip (feature requires code change rather than configuration)

Priorities (for disruptions or bugs)

- Urgent / priority 1
Many users experience serious issues or are unable to continue working.
- High / priority 2
Some users are affected, but can continue working to a limited extent.
- Normal / priority 3
There is a temporary disruption or inconvenience affecting some or all users. The impact is limited because a suitable workaround or short instruction is available that allows users to continue their work.

Step 3: Track your ticket

After submitting a ticket, you can track its progress via the customer portal. Please also keep an eye on your email, as we may need additional information from you to proceed with the request. We respond within a maximum of 4 hours during office hours.

Resolution times (for disruptions or bugs)

Of course, you want to be helped quickly when you have a question. How fast we can resolve your issue depends on the nature and type of the disruption.

The following guidelines apply on business days during office hours, starting from the moment we have received and registered your ticket:

- | | |
|---------------------|-----------------------------|
| • Urgent/priority 1 | 1 business day |
| • High/priority 2 | 5 business days |
| • Normal/priority 3 | usually in the next release |

We make every effort to resolve tickets within these timeframes. In practice, we achieve this in 95% of cases.

5.2 Escalation

We closely monitor all tickets. If a ticket risks exceeding the resolution time, we allocate additional capacity. The Support Team Lead oversees this process and can escalate the issue to management level if necessary.

5.3 User questions

If you have a short question (that can be answered within 10 minutes), we'll assist you free of charge. For more extensive questions, we'll schedule a session and provide a cost estimate in advance.

5.4 We appreciate your tips!

If your message is a tip, we truly appreciate it. We collect tips as inspiration for future developments. You'll be kept informed of new features and improvements through our newsletter and release notes.

5.5 When a request falls outside of support

You can also submit other types of requests. After receiving your request, we will forward it to the team best suited to assist you. We use the following classifications for these types of requests:

- **Configuration expansion**
For example, adding extra functionalities.
- **Functional adjustment**
For example, a configuration change, importing data, adding a new administration, or setting up a new workflow.
- **Technical adjustment**
For example, setting up SSO, adding an OCI and order integration, or connecting to another system.

Please submit this type of request as early as possible, so you have insight into any potential costs in advance and we can schedule the colleague best suited to assist you.

6. Final provisions

6.1 Changes

As we continuously work to improve our solution and services, this document may also be subject to change. Our principle is that every adjustment either enhances Inconto's service or is necessary to comply with applicable laws and regulations.

We always inform customers in advance about changes to these general terms and the data processing agreement. This is done via an email sent to the contact person or persons known to us.

