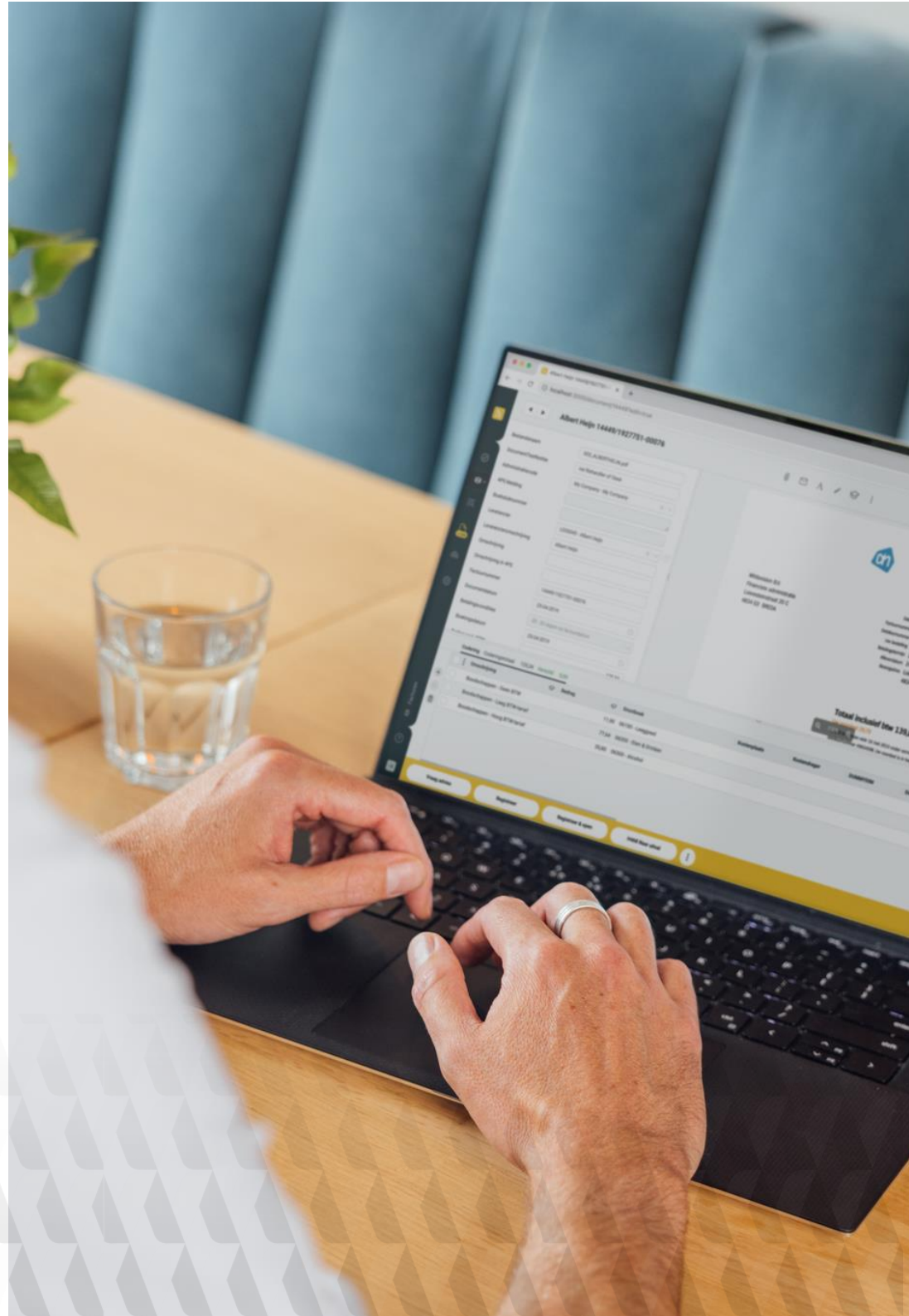


# Service Level Agreement



Factuurportal B.V.





## About this document

When you use Factuurportal's solutions, you want to know what to expect from us.

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 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 Factuurportal B.V. (hereinafter "Factuurportal"). "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 September 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.*

## Content

1. Security	3
2. Online services	3
3. Quality of service	4
4. Support	4
5. Final provisions	6

# 1. 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.

## 1.1 Data centers

We host our solutions on systems located in certified data centers within the EU, which are at minimum ISO 27001 certified. This ensures the security of the infrastructure, services, and everything under management is secured. The data centers we use have multiple physical locations.

## 1.2 Backups

We create a backup of all data processed by our SaaS solution every night and retain it for at least 7 days. Additionally, our solutions are hosted in data centers equipped with redundant technologies, minimizing the need to rely on backups.

## 1.3 Use of AI

We use artificial intelligence (AI) in multiple parts of our solutions to make our services smarter and more efficient. This helps us recognize patterns, speed up processes, and provide better support to users.

We understand that AI raises questions about privacy and security. That's why we process data with the utmost care. We use AI exclusively in a confidential and anonymized manner, ensuring that data cannot be traced back to you as an individual customer.

Additionally, we ensure that only authorized employees have access to AI-processed data, and our AI systems are periodically reviewed to ensure they meet the highest standards of data protection.

# 2. Online services

## 2.1 Availability and performance

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 minimum system availability of 99%. System availability is calculated as a percentage of the actual available hours measured over a calendar year. Online systems also require maintenance to continue functioning properly and securely. Maintenance hours are not counted as unavailable hours.

### Recognition Performance

We strive to ensure the reliable operation of our solution and apply a 'best effort' principle. Invoices that cannot be processed fully automatically will be handled on the next business day and will then become available in your ERP application. This includes the time required for checks and any corrections by our support desk.

In addition, invoices that are fully recognized automatically are typically processed significantly faster. Through joint optimization and training efforts, the share of automatically processed invoices can increase, resulting in shorter turnaround times. In exceptional cases, such as incorrect invoices, we apply a maximum processing time of four business days.

In the event of disruptions in the connection to or within your ERP application, we cannot guarantee the processing time.

## 2.2 Maintenance and updates

Online systems require **maintenance** to continue functioning properly and securely. We aim to minimize the impact of maintenance and related activities for you. Therefore, maintenance is performed outside office hours whenever possible. If it must take place during office hours, our solution may be temporarily unavailable—usually for just a few minutes.

**Updates** to our solutions typically add new functionalities, improve existing ones, and resolve any bugs. These updates are carried out periodically and usually without prior notice. In practice, you will hardly notice them, as the solution is unavailable for only a few minutes or the update is performed outside office hours.

If maintenance or an update cannot be performed outside office hours and we expect the software to be unavailable for more than 15 minutes, we will notify you at least 5 days in advance via email to the contact persons.

Urgent patches and bug fixes that are critical and cannot wait will, of course, be implemented immediately.

## 3. Quality of service

Our mission is to eliminate monotonous and repetitive work. That's why we believe it's important that you can use our solutions as effectively as possible—and we're happy to help you do so!

To support you effectively, we also need your cooperation. The following conditions are essential for us to provide you with the best possible service.

### 3.1 Contacts and communication

Your organization must designate at least one individual as a contact person. This contact person will serve as our primary point of contact.

Designated contacts will receive all essential communications regarding our solutions and services, such as notifications about maintenance, disruptions, and data breaches. They will ensure that this information is properly distributed within your organization.

## 4. Support

After you've chosen Factuurportal, 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 support team can assist you with:

- Disruptions in the functioning of the Factuurportal software
- Questions about recognition
- Simple questions about how to use the software



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

## 4.1 Three steps to a solution

### Step 1: Submit a request

We want to help you as quickly as possible—both now and in the future. To do this, it's important that you email your request or question to [support@factuur-portal.nl](mailto:support@factuur-portal.nl). Please include as much relevant information as possible, such as a clear explanation, examples, and screenshots. This helps us prioritize your request effectively, prepare properly, and provide a fast and targeted solution.

### Step 2: Priority

Based on the information you provide, we assign a priority.

#### Priorities

- **Critical**  
The entire system is down.
- **High**  
The disruption significantly affects operational processes.
- **Normal**  
A part of the process is affected, but work can continue.

Your support request is handled based on priority and order of receipt. A critical issue naturally takes precedence. In urgent cases, you can also call us directly during office hours at +31(0)10-846 0581. We'll assist you as quickly as possible.

### Step 3: The solution

#### Response times

You can expect the following response times (on business days during office hours):

- **Critical** 4 hours upon receipt
- **High** 8 hours upon receipt
- **Normal** 5 workdays upon receipt

#### Resolution times

To help you get back on track as quickly as possible, we may apply a workaround. You can expect the following resolution times, which apply on business days during office hours.:

- **Critical** 8 hours upon receipt
- **High** 16 hours upon receipt
- **Normal** 10 workdays upon receipt

## 4.2 Wanneer je vraag niet onder support valt

You can also submit other types of requests via [support@factuur-portal.nl](mailto:support@factuur-portal.nl). After submission, your request will be forwarded to the team best suited to assist you. We use the following classifications for these types of requests:

- **User question**  
Questions about usage or implementation. (Additional charges may apply; we will inform you in advance.)
- **Functional adjustment**  
For example, recognizing additional fields or setting up a new workflow.

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.

## 5. Final provisions

### 5.1 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 Factuurportal's service or is necessary to comply with applicable laws and regulations.

We always inform customers in advance about changes to this SLA. This is done via an email sent to the contact person or persons known to us. If you do not agree with a change, you have up to three months after receiving the email to terminate the agreement with immediate effect.

### 5.2 Contact details

#### Factuurportal B.V.

Address	Westplein 10, 3016 BM Rotterdam
Phone	+31(0)10 – 846 0581
Mail	support@factuur-portal.nl

