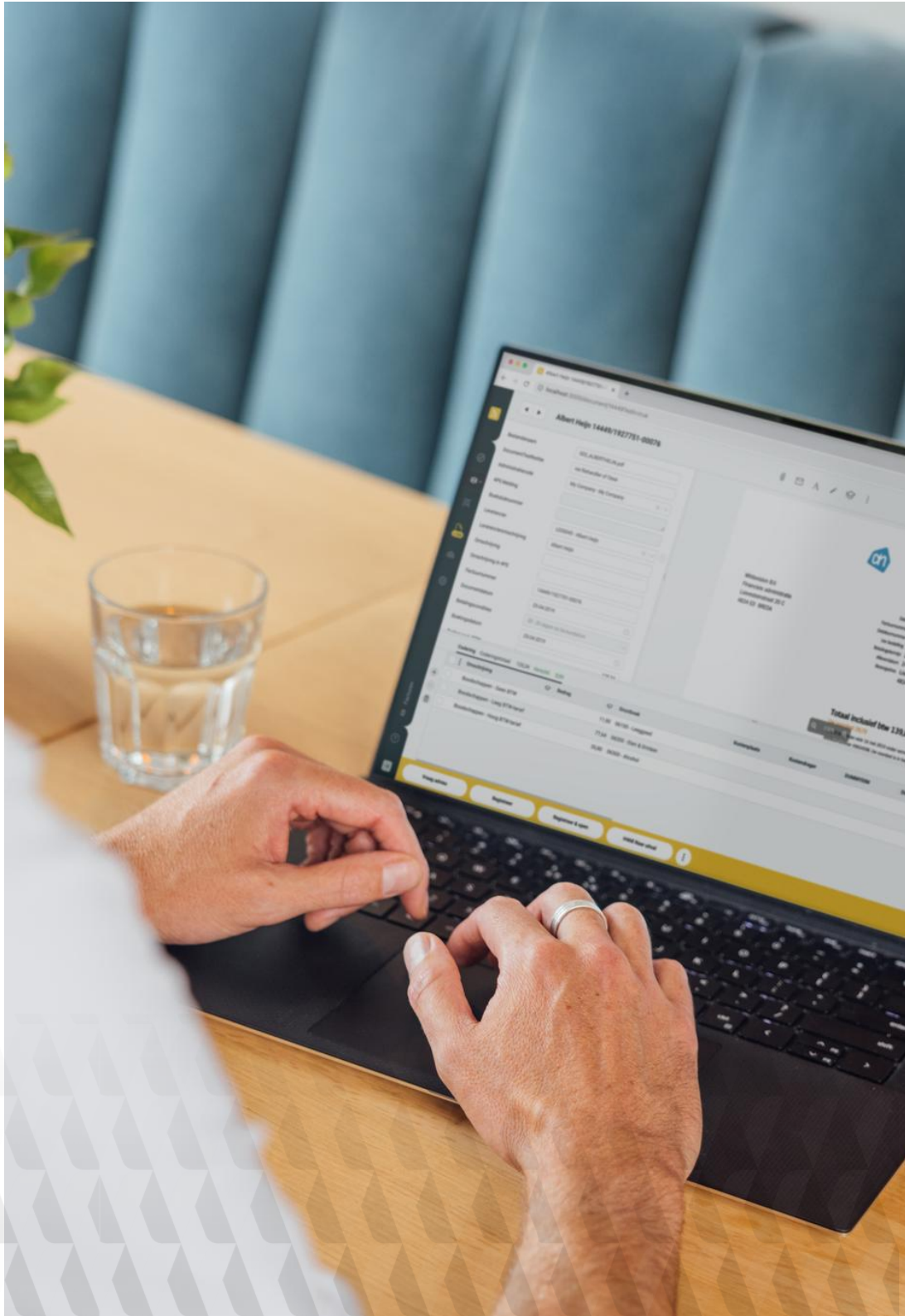
Service Level Agreement

whitevision
We know simplicity

Whitevision B.V.



About this document

When you use Whitevision'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 applies to the following Whitevision products:

- Whitevision Base
- Whitevision Extended
- Whitevision Professional
- Whitevision E-mailhandler

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, 2026, 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 Solution

If your Whitevision environment is fully hosted by us, we refer to this as a SaaS solution (Software as a Service). Your subscription includes the functionalities you use.

On-premise Solution

If your Whitevision environment is installed on infrastructure provided by you, we refer to this as an on-premise solution. Your subscription then includes a license that allows you to use our software for the duration of the agreement.

In both cases, your subscription is composed of the number of users and any additional product components. These user counts and components are listed on your invoice and in your customer portal.

1.2 Adjusting your subscription

You can easily make changes to your subscription yourself via your customer portal, such as modifying the number of users. An increase can take effect immediately, and you will receive a pro-rata invoice. A decrease can take effect from the first day of the following month.

1.3 Fair use

You use Whitevision solutions based on the “fair use principle.” This means we do not impose limits on system and network usage at the outset. If your usage is structurally excessive (significantly higher than the average customer), we will contact you to discuss possible solutions or adjustments, including any associated costs.

In addition to the subscription fee, you also pay for the number of documents you submit for processing. This is charged per document, regardless of the number of pages. Based on experience, documents submitted to our platform average fewer than two pages. Our fair use policy is based on this. If your usage consistently exceeds this average, we will contact you to find a solution and discuss the costs.

This fair use principle does not apply to exceeding the number of users; in that case, standard pricing applies.

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. This ensures the security of the infrastructure, services, and everything under management is secured. The data centers we use have multiple physical locations.

2.2 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.

2.3 Access

Each user within our solutions has a personal profile linked to a unique username and password. If you choose to access the system via another method, such as Active Directory Federation Services, authentication is NOT handled by our solution. In that case, access and security are your responsibility.

2.4 SaaS platform

Our SaaS platform uses tenant separation. This means that all customer environments (database, storage structure, application server, background processes) are stored and processed completely separated. Credentials and tokens are stored in encrypted form. All data is protected by a strict user access policy.

Certain supporting services, such as recognition, are provided centrally within a controlled multi-tenant architecture. Processing remains logically segregated per customer, and results are always returned to and stored within the customer's own tenant-specific environment.

2.5 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.

3. Online services

If your Whitevision environment is fully hosted by us, we refer to this as a SaaS solution (Software as a Service), and this chapter applies to you in full.

If your Whitevision environment is installed on infrastructure made available by you (an on-premise solution), this chapter only applies to the parts of the Whitevision solution that operate online: for example, recognition and the SMART email handler.

3.1 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

To ensure good performance in document recognition, documents with a large number of pages are placed in a separate queue during peak times and processed once the load decreases.

3.2 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 administrator of your customer portal.

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

3.3 User experience

In addition to monitoring outages and response times, we collect anonymized data about how our products are used. These insights help us understand usage patterns and improve our products and services.

Logging and quality assurance

In addition to regular data processing, we log activities within our software using a central logging system. This system is accessible only to authorized employees and is used to ensure the quality of our services and to provide support when needed.

These log files are stored temporarily and used exclusively for the purposes mentioned above, in accordance with applicable data protection laws and regulations.

3.4 Status page

You can find the current availability and any known outages on our website at status.whitevision.com/en/. In the event of maintenance or an outage, updates will be posted there. If you experience issues and no outage is listed, you can report it via your customer portal.

3.5 Document availability

In our SaaS solution, a document is retained for 24 months after it has successfully completed the full workflow, provided the Whitevision approval workflow is used. If this workflow is not used, the document remains available for 90 days. During this period, the document can still be accessed.

If the Whitevision software is installed on your an environment that is provided by you (on-premise), documents are stored there, and you determine how long they are retained.

4. 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!

We place great value on delivering excellent service and having satisfied customers. That's why we often ask for your feedback on our support, so we can learn and improve. We're proud to share that 97% of all support inquiries are rated as **good** or **fantastic**.

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

4.1 Customer portal and administrator

As a customer, you have access to the Whitevision Customer Portal, where you can view your personal information and submit any questions. The portal is available at: portal.whitevision.nl.

Within your organization, at least one person must be designated as the administrator of the customer portal. The administrator is our primary point of contact, can view invoices, and can grant access to colleagues as co-administrators or users.

4.2 Communication

The administrator(s) of the customer portal receive all important communications regarding our solutions and services, such as notifications about maintenance, outages, and data breaches. They are responsible for ensuring that this information is shared with the appropriate people within your organization.

4.3 Remote access

To support you effectively, it is important that we can view your screen or access our software remotely. Therefore, it is essential that we can quickly and easily establish a remote connection via TeamViewer.

4.4 Recent software version

If your Whitevision software is installed on infrastructure provided by you (on-premise), it is not updated automatically. To support you properly, it's important that the installed version is up to date (not older than one year). This ensures you benefit from the latest security updates.

If you are not using a recent version, you may need to update before we can assist you further.

With our SaaS solutions, you always use the latest version, so you don't need to worry about this. If you're not yet using our SaaS solution and would like to benefit from automatic updates, let us know—we'd be happy to discuss the options with you!

4.5 Tips for good recognition

Our solution uses smart recognition (SMART-OCR), which means recognition is already very good from the start. If an invoice is not fully recognized, you can simply correct and process it, and our feedback function (available with Extended or Professional) will make sure recognition improves the next time.

For this to work, the creditor must be identifiable through identification details such as IBAN, VAT number, or Chamber of Commerce (KvK) number, this information must be legible on the invoice, and it must belong to exactly one creditor in your administration.

Documents of insufficient quality or with an excessively large file size can delay or disrupt processing. Our solution also only works with PDF files that can be opened; we are therefore unable to process PDF files that are protected with a password.

5. Support

After you've chosen Whitevision, 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 Whitevision software
- Questions about OCR 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.

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. To do this, it's important that you submit a ticket via your customer portal. 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.

Step 2: Classification and priority

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

Classifications:

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

Priorities (for disruptions or bugs)

- 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)76-5607821. We'll assist you as quickly as possible.

Step 3: Track your ticket

After submitting a ticket, you can track its progress via your customer portal. You'll also receive email updates for each status change. Please keep an eye on your portal and email, as we may need additional information to proceed.

Response times

We understand you want quick assistance. How fast we can resolve your issue depends on its nature and complexity. On average, over 85% of support requests are resolved within one day.

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

- Critical within 1 hour upon receipt
- High within 4 hours upon receipt
- Normal within 8 hours upon receipt

To help you get back on track quickly, we may apply a workaround. Our goal is to provide a structural solution within a reasonable timeframe. For issues classified as critical or high priority, we aim to resolve them within three weeks. For issues with normal priority, our target is six weeks.

5.2 OCR or recognition questions

If a document is recognized differently than expected, you can submit it via the customer portal (select “recognition”). Please include the original document (no older than four weeks) and a clear description of what went wrong.

Not all OCR-related issues can be resolved. For example, if the document is of poor quality or contains missing or unreadable information, we may not be able to help. We prioritize documents that are processed frequently. Invoices that occur only occasionally may not be handled individually. You will receive a response within one week.

Accuracy of Recognized Data

Our systems are highly advanced in converting document content into structured data. However, errors in interpretation may still occur. We recommend always including a validation step in your process.

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 via your customer portal. 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:

- **Configuration expansion**
  For example, adding users or functionalities.

- **Functional adjustment**
  For example, changing configurations, adding a new administration, or setting up a new workflow.

- **Technical adjustment**
  For example, a reinstallation, server migration, or technical changes due to updates in your ERP 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 Whitevision'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.

6.2 Contact details

Whitevision B.V.

Adress	Lage Mosten 57, 4822 NK Breda
Phone	+31(0)76 – 560 7820
Mail	info@whitevision.com
Website	www.whitevision.com

