POLICYCHECK

Service Level Agreement (SLA)

Introduction

This Service Level Agreement ("SLA") describes PolicyCheck's general approach to service availability, performance, support, and incident management in relation to the PolicyCheck platform and associated services (the "Services").

This SLA is intended to provide transparency into how we operate and support the Services. It does not create any binding service guarantees, warranties, or commitments beyond those required by applicable law.

This SLA applies to all users of the Services unless otherwise agreed in writing.

Nature of the Services

PolicyCheck is an evolving software platform delivered on a best-efforts basis.

You acknowledge that:

- The Services are provided by an early-stage company
- Features, infrastructure, and performance characteristics may change over time
- The Services may rely on third-party infrastructure, services, and integrations

Accordingly, availability and performance may vary and are not guaranteed.

Service Availability

PolicyCheck aims to make the Services generally available for use but does not commit to any specific uptime percentage, availability window, or continuous access.

Availability may be affected by, including but not limited to:

- Scheduled or unscheduled maintenance
- Platform updates or deployments
- Third-party service outages
- Network, hosting, or infrastructure failures
- Security events or mitigations
- Regulatory, legal, or compliance requirements

The Services may be unavailable from time to time without notice.

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Maintenance and Updates

PolicyCheck may perform maintenance, updates, upgrades, or changes to the Services at any time.

Maintenance may:
- Be scheduled or unscheduled
- Result in partial or complete service interruption
- Modify or remove features
- Change system behaviour or outputs

Where practical, we may provide advance notice of planned maintenance, but this is not guaranteed.

Performance Standards

PolicyCheck does not warrant or guarantee:
- Response times
- Processing speeds
- Latency thresholds
- Job completion times
- AI or automated output quality
- Data processing accuracy or completeness

Performance may vary based on:
- Usage patterns
- Data volumes
- System load
- Third-party dependencies
- Configuration and inputs

All Services are provided on an “as is” and “as available” basis.

Support Services

PolicyCheck provides support on a best-efforts basis.

Support may include:
- General assistance with platform usage
- Investigation of reported issues
- Clarification of expected behaviour

Support does not include:
- Guaranteed response or resolution times
- Custom development or configuration
- Regulatory, legal, or professional advice
- Data correction, validation, or interpretation

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Support channels, hours, and methods may change over time.

Response and Resolution Targets

PolicyCheck may prioritise support requests based on severity, impact, and available resources.

Any response times communicated are indicative only and not guaranteed.

Issues may remain unresolved for extended periods depending on:

- Complexity
- Third-party dependencies
- Resource availability
- Business priorities

Incident Management

An “Incident” refers to an unplanned interruption or degradation of the Services.

PolicyCheck may:

- Investigate incidents at its discretion
- Apply fixes, workarounds, or mitigations where feasible
- Communicate updates when appropriate

PolicyCheck is not obligated to provide:

- Incident reports
- Root cause analyses
- Post-incident reviews
- Real-time status updates

Service Disruptions and Remedies

You acknowledge that service disruptions may occur.

PolicyCheck does not offer:

- Service credits
- Refunds
- Penalties
- Financial remedies
- Guaranteed recovery times

Your sole remedy for dissatisfaction with the Services is to discontinue use, subject to any applicable contractual terms.

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Dependencies and Third-Party Services

The Services may depend on third-party providers, including cloud infrastructure, data services, and AI technologies.

PolicyCheck is not responsible for:

- Third-party outages or failures
- Changes to third-party services
- Third-party performance or availability
- Data loss or corruption caused by third parties

Data and Backups

PolicyCheck may perform data backups or redundancy measures but does not guarantee:

- Backup frequency
- Data retention periods
- Restore capabilities
- Recovery timelines

Users are responsible for maintaining their own records and backups where required.

Exclusions

This SLA does not apply to issues arising from:

- User error or misuse
- Inaccurate or incomplete inputs
- Breach of Acceptable Use Policy
- Unsupported configurations
- External events beyond PolicyCheck's control

No Warranties

Nothing in this SLA constitutes:

- A warranty
- A guarantee
- A commitment to specific service levels

All implied warranties are excluded to the maximum extent permitted by law.

Changes to This SLA

PolicyCheck may update this SLA from time to time to reflect changes in the Services, operations, or legal requirements.

Updated versions will be published with a revised effective date.

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Contact Us

If you have questions about this SLA or the operation of the Services, please contact the PolicyCheck team via our official support channels.

This policy is effective as of May 2024.
Document version 1.12
Last updated on Jan 6th 2025