

# SERVICE LEVEL AGREEMENT

## Jamespot - May 2018

### Generalities

This Service Level Agreement (SLA) is a part of the SaaS contract for [Jamespot.Pro](#) service.

The objective is to define the operating methods of [Jamespot.Pro](#).

### Availability of Jamespot.Pro service

[Jamespot.Pro](#) is available 24 hours a day, 7 days a week.

Some operating maintenances might be scheduled between midnight and 7a.m from Monday to Friday or during the weekend.

Each CLIENT, as far as possible, will receive an email notification 24 hours before the maintenance. Measurements collected during this maintenance will be erased from the statistics.

### Architecture of Jamespot.Pro service

[Jamespot.Pro](#) service is delivered by 2 French operators : Free and OVH. Data from every platform are in redundancy on at least 2 different operators.

Until now, the operator of the main Datacenter is OVH, the others supply the redundancy. In the future, JAMESPOT reserves the right to change the operator, but the data duplication on 2 different operators will always be applied. In any case, the obligations contracted by JAMESPOT for the CLIENT in term of security and confidentiality of hosted data will be reproduced against every subcontractor working with Jamespot as part of the contract.

The service is available for all the users with a broadband internet access and on the following web browsers: IE 9.x and more, Firefox 12.x and more, Chrome 25.x and more, Safari 5.1x and more. The web browser must have been updated to the last minor version associated to the major one.

### Storage

According to the subscribed offer and, except otherwise specified, the allocated storage for a platform is limited at 100Go for Jamespot Pro, Jamespot Pro+, Jamespot Vault and Jamespot Vault+.

### Data management and backups

Data of every platform are kept entirely within the contract period. Data from each [Jamespot.Pro](#) platform are daily saved on the main datacenter and then, replicated on backup servers in another Datacenter.

Backups are maintained during 7 days.

### Quality of the service

JAMESPOT commits to a 99.5% rate of availability, measured on 30 days and during office hours. That means a maximum breakdown of 7 minutes per day. In the event of non-compliance, JAMESPOT commits to offer as contractual penalty an additional free day per 60min of unavailability.

In any case, the total amount of penalties accorded in application of the contract cannot be more than a year of services given to the CLIENT as part of the contract.

Following events are not considered as unavailability events :

- Scheduled maintenance (At least 1 day per trimester) ;
- Interruption of the service due to a natural disaster or exceptional conditions (Breakdown of the public electric infrastructure, climatization...).

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### Managing incidents

People designated as administrators have the right to report their issues and should ask any question related to it by making a support request on :

[ecosysteme.jamespot.pro](https://ecosysteme.jamespot.pro)

JAMESPOT is committed to take into account and answer your questions in a 48 hours delay after the support request date. CLIENT agree automatically to let JAMESPOT staff access their platforms to make any corrective operations necessary for the solution to work smoothly.

If the clients don't want JAMESPOT staff to keep an admin account on their platform, they will therefore be asked on the support form which account can be used by JAMESPOT staff to work on their platform.

JAMESPOT is committed to respect all clients confidential data during these interventions.

JAMESPOT will keep a record data describing all maintenance operations and the possible issues, made available for each CLIENT.

### General Data Protection Regulation

The GDPR's legislation forces the subcontractors to warn their clients in case of any data loss. JAMESPOT keeps a synchronized record of the platform administrators with an e-mailing tool. In case of any problem, an e-mail alert is sent to the platforms in question. JAMESPOT doesn't transfer any data outside the European Union. This applies if you are hosted on a European Datacenter (located in France).

However, optional components from third-parties can transfer data outside the European Union. This is the case for Google analytics or ShareThis modules for example, both offered by Jamespot.

The question is the same for the SSO connexions with identity providers : LinkedIn, Facebook, Google or "Drive" like tools : Office365, Google for Work or Dropbox to name a few.

The client has to use these services in true conscience according to the needs and objectives of its processings on the platform.

A list of Jamespot.pro concerned by the personal data of platforms subcontractors' :

- **OVH** - 2 rue Kellermann, 59100 Roubaix (France) - n° Siret : 42476141900045
- **ONLINE SAS** - 8 rue de la Ville L'Évêque, 75008, Paris (France) - n° Siret : 43311590400057
- **Ikoula** - 175 Rue d'Aguesseau, 92100, Boulogne-Billancourt (France) - n°Siret : 41768061800051