



Service Level Agreement

This Service Level Agreement (SLA) applies only to iWhoAml Limited online services and related offerings such as W-Codes®. These services may enable you or your end users to purchase, subscribe or use other products and online services from third parties with different service levels. Those other products and online services will be governed by their respective SLA.

This agreement has been written in European English. The English version supersedes any other language version if any differences between them are found.

This document is written for the person, organization or company (our "customer") that signs up with iWhoAml and / or related offerings. All references to "you", "your", "user" or "users" in this Agreement are to our customers, who in turn, may provide specific terms to their "end-users". iWhoAml is not getting into any agreement with our customers' end-users, but with you as our customer.

Depending on the level of service and type of service you registered with iWhoAml, we provide different levels of service to you.

Free accounts (free usage of our service)

iWhoAml is committed to provide the best service to you no matter what service you sign up for. However, we can't warranty any service level to free accounts.

Subscriptions

iWhoAml is committed to provide the best service to you. Furthermore, if you have signed up for any of our annual subscription, we have an agreement to provide you the service within a level of service calculated over a year cycle.

Our infrastructure will be available 99.9% of the time. In order to get that, we host our systems in Microsoft Azure Data Centre or similar which provide to us that level of service.

Our service should be available to you 99.5% of the time (not considered here any communicated maintenance time windows or connection rejection produced by security measures triggered on our systems by incorrect data sent by you, your device or your browser).

In order to provide that level of service, we monitor our systems so that we can ensure these values are maintained over the time. We also have in place security measures in place to avoid network attacks. These measures mean that information is validated and if it is considered suspicious, we block the source of the traffic.

W-Codes® implements error correction so that they can cope with errors in manufacturing or scan readings. Therefore, even if scanning of the code is not 100% correct, we will be able to return you the correct results.

Our communication mechanisms to you implement queues so that even if your email systems are not available at some point in time, we will keep trying until we get to you (typically for up to 1 day).

Your data is locally backed up and replicated in case of hardware failure. Furthermore, subscriptions are geographically replicated in case a major disaster happens in one data centre.

We cannot provide any service you if there is a lack of connectivity on your side. Please, ensure your systems are properly connected to the Internet. If any major failure occurs on Internet communications, we cannot ensure that our SLA is maintained.

Notification of SLA changes

iWhoAml will email you at the address you provide to us, before making any changes to this service levels and we'll allow you access to the new terms. Likewise, the new Service Level Agreement terms will be available on our corporate site.

Should you not agree with the new terms, you will have the option to finalize your agreement without any penalties.

Your continued use of the iWhoAml Services, following notice of the changes to our terms, policies, SLAs or guidelines, constitutes your acceptance of our amended terms, policies, SLAs or guidelines.

Service Level Agreement Contact

For all your questions related SLAs you can either contact iWhoAml at the corporate office or email support@iwhoami.com.

iWhoAml Limited

Company registered in the Republic of Ireland.

Registration Number: 565999

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