

Global Trade Alert

Dashboard – Service Level Agreement

Version: 1 January 2026



PREAMBLE

This Service Level Agreement ("SLA") forms part of the agreement for the Global Trade Alert Dashboard ("the Service") alongside the Data Terms of Use ("Data ToU"), the Dashboard Terms of Use ("Dashboard ToU"), and any Service Contract. It defines minimum service levels. Capitalised terms not defined herein have the meaning given in the Data ToU.

In the event of a conflict, a specific commitment in a Subscriber's Service Contract will take precedence over this SLA.

1. SERVICE COMMITMENTS

SGEPT commits to the following service levels, measured over each calendar month:

Metric	Target	Definition
Service Availability	≥ 99%	Percentage of successful synthetic monitoring checks completing the User Journey. Measured via synthetic checks every 60 seconds from Frankfurt, Amsterdam, and Paris.
Data Freshness	≤ 1 hour	Maximum time between internal GTA release approval and dashboard reflection.
Concurrent Users	Per Service Contract	Number of simultaneous sessions without breaching performance commitment.

*User Journey: Authentication succeeds → Dashboard loads → Core Functions respond with valid data.
Core Functions: view data, filter, search, export (CSV/Excel), render visualisations.*

2. EXCUSABLE DOWNTIME

The following are not counted toward Service Availability:

- **Scheduled Maintenance:** Maximum 4 hours per month, individual events not exceeding 2 hours, typically on Sundays 05:00–09:00 CET/CEST. SGEPT will provide at least 48 hours' notice.
- **Emergency Maintenance:** Required to address critical security or stability issues. SGEPT will provide as much advance notice as is practicable.
- **Third-Party Failures:** Outages of SSO/OAuth providers or other third-party authentication services.
- **Subscriber Issues:** Problems attributable to the Subscriber's network, firewall, unsupported browsers, or exceeding User Tier limits.
- **Force Majeure:** As defined in Section 16 of the Data ToU.

3. SUPPORT AND INCIDENT MANAGEMENT

Support is available during Dashboard Support Hours (09:00–18:00 CET/CEST, Monday–Friday, excluding Swiss public holidays). For Critical (S1) incidents, a 24/7 phone number is provided in the Service Contract.

Severity	Examples	Initial Response	Status Updates
Critical (S1)	Complete outage, authentication failure, data corruption	30 minutes (24/7)	Hourly
High (S2)	Core Function unavailable, severe performance degradation	4 Business Hours	Every 3 hours
Normal (S3)	Minor issues, general questions, feature requests	2 Business Days	As needed

Escalation: Unresolved S1 incidents escalate to engineering leadership after 4 hours and to executive management after 24 hours. Root Cause Analysis is delivered within 5 Business Days for S1 and S2 incidents.

4. SERVICE CREDITS

If monthly Service Availability falls below the 99% commitment, the Subscriber may claim a Service Credit to be applied against a future invoice.

Monthly Availability	Service Credit (% of Monthly Dashboard Fee)
< 99.0% to ≥ 98.0%	5%
< 98.0%	15%

Monthly Dashboard Fee = Annual Dashboard Licence Fee ÷ 12.

To receive a credit, the Subscriber must submit a request within thirty (30) days of the end of the relevant month. The maximum monthly credit is 30% of the Monthly Dashboard Fee.

Chronic Failure: If Service Availability falls below 99% for three (3) months in any six-month period, the Subscriber may terminate the Dashboard subscription with 30 days' notice and receive one month's Dashboard fee as credit.

Service Credits are the Subscriber's sole and exclusive remedy for any failure by SGEPT to meet the Service Availability commitment set out in this SLA.

5. SECURITY COMMITMENTS

- **Encryption:** All Dashboard connections require TLS 1.2 or higher. Data at rest is encrypted using AES-256.
- **Authentication:** Multi-factor authentication (MFA) is available. Sessions time out after 30 minutes of inactivity.
- **Patching:** Critical security patches are applied within 72 hours of vendor release.
- **Breach Notification:** SGEPT will notify the Subscriber within 72 hours of becoming aware of any security incident involving personal data.

6. BROWSER SUPPORT

The Dashboard supports the current and previous major version of Chrome, Firefox, Safari, and Edge (Chromium). Mobile browsers are supported for viewing only. Internet Explorer is not supported.

7. DATA PROCESSING

- **Location:** The Dashboard is hosted in EU/Switzerland data centres.
- **Data Portability:** Upon request, SGEPT will provide data export in CSV or JSON format within 30 days.
- **Data Deletion:** Upon termination, Subscriber data is deleted from active systems within 30 days and from backups within 90 days.

8. REPORTING

Upon request, SGEPT will make a monthly report available to the Subscriber summarising performance against the Service Availability and Data Freshness commitments, including: availability percentage, incident count and resolution times, and maintenance performed. A status page providing real-time incident updates will be made available to the Subscriber.

9. CHANGES TO THIS SLA

SGEPT may amend this SLA by providing thirty (30) calendar days' written notice, in accordance with the Changes to Terms provisions (Section 18) of the Data ToU. Material degradations to service levels require Subscriber consent or allow penalty-free termination of the Dashboard subscription.