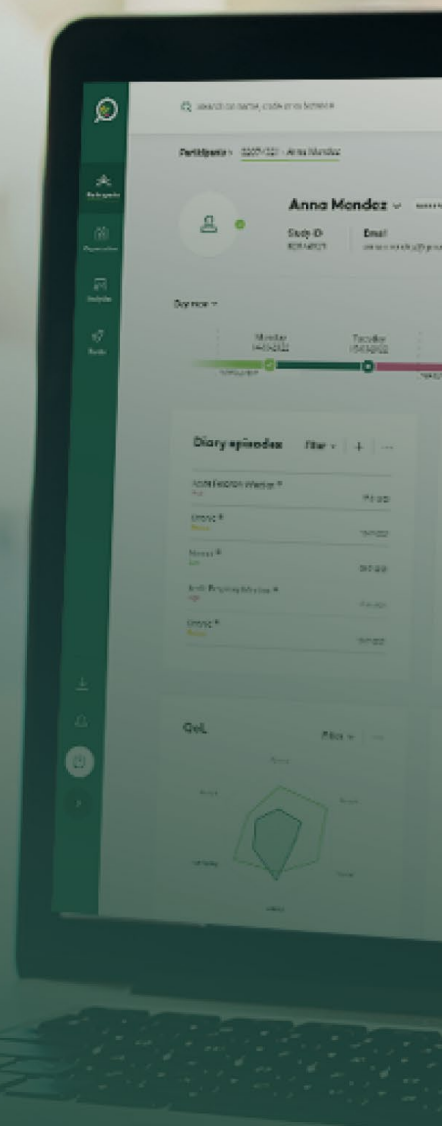




Annex 1

SERVICE LEVEL AGREEMENT



Increase participant retention



Improve study team efficiency



Build a base of reliable data

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Table of contents

1.	Document information.....	3
1.1.	Version control.....	3
1.2.	Definitions, terms, and abbreviations.....	3
2.	Purpose and subject.....	4
2.1.	Purpose and background Service Level Agreement (SLA).....	4
2.2.	Starting point.....	4
2.3.	Duration and effective date	4
2.4.	Subject.....	4
2.5.	Escalation procedure.....	4
2.6.	Invoicing.....	4
2.7.	Changes to the SLA	4
2.8.	Related documents.....	5
3.	Level of service.....	6
3.1.	Service overview	6
3.2.	Hosting services.....	6
3.2.1.	Hosting description	6
3.2.2.	Management activities.....	6
3.2.3.	Included hosting services	6
3.2.4.	Availability Production environment.....	7
3.2.5.	Consequences of unavailability	7
3.2.6.	Monitoring.....	7
3.3.	Maintenance window	8
3.4.	Support.....	8
3.5.	Platform Release Policy	9
3.6.	Software updates.....	9
3.7.	Consultancy services	10
4.	Security and privacy.....	11

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1. Document information

This Service Level Agreement (hereinafter referred to as 'SLA') supplements and forms an inseparable part of the General Terms and Conditions of Your Research B.V. Your Research B.V. is responsible for the version management of this document.

1.1. Version control

Version	Date	Author	Comment
1.0	08-02-2022	Peter Tanghe	Standard SLA
1.1	16-03-2023	Peter Tanghe	Change 3.2.5.
1.2	12-07-2023	Peter Tanghe	Minor changes
1.3	20-09-2023	Peter Tanghe	Change in Availability Production environment
1.4	28-11-2023	Peter Tanghe	Minor changes
1.5	28-12-2023	Kees van Ooik	Added chapter 3.7 for clarification and other minor changes
2.0	04-01-2024	Peter Tanghe	Reviewed and finalized
2.1	23-04-2024	Kees van Ooik	Ticket prioritizing descriptions changes for clarity
3.0	25-04-2024	Peter Tanghe	Approved and finalized

1.2. Definitions, terms, and abbreviations

Accessibility	The accessibility shows how and within which period(s) the service desk can be reached.
Availability	This is the guaranteed availability of the Software except for the planned downtime.
Cloud service	The SaaS applications provided by Your Research B.V.
Escalation	In the event of an escalation, a vertical appeal is made within the organization, as the necessary decision-making authority is not available at the current level. This definition should not be confused with 'Ticket Priority Critical' as outlined in the relevant chapter.
Planned downtime	The time that the system or functionality is unavailable due to scheduled maintenance actions.
Client	Party that has signed an agreement with Your Research
Priority	The relative valuation of an activity in relation to other activities.
Production	The hardware on which the Software is made available includes the OS and the necessary database and network. A test or acceptance environment is not included.
Response time	The time it takes for the first feedback to be given on the status of a Ticket.
Service window	The period within which Your Research B.V. provides the services described in this SLA.
Software	The software purchased by the Customer as specified in the Agreement including all changes thereto. The Software is also referred to as the application.
Support Desk	The point for daily contact at Your Research B.V. for providing support on the Software to the Customer.
Ticket	A report or request that is submitted in the electronic support system of Your Research B.V.
Workday	Monday to Friday from 08:00 to 17:00 CET.
Working hours	Hours during a Working Day (also known as office hours).
Change	Any addition, change, or deletion to the Software.

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Workaround	A method indicated by Your Research B.V. to avoid or circumvent the consequences of a problem as much as reasonably possible, without releasing a patch for this, so that the use of the Software by the Customer needs to be interrupted as little as possible.
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2. Purpose and subject

2.1. Purpose and background Service Level Agreement (SLA)

This SLA outlines the services (hereafter referred to as "Services") purchased by the Client and provided by Your Research B.V., pertaining to the Software, and defines the service levels. The purpose of this SLA is to establish binding agreements regarding the provision of services and the mutual responsibilities that arise therefrom.

The service levels described are crucial for the Client in terms of the quality of their care processes and information management. Each service level includes a corresponding standard.

2.2. Starting point

The Software provided by Your Research B.V. is highly available and largely meets the Client's specified requirements. The services outlined in this SLA pertain solely to the Software provided by Your Research B.V. The provision of services is contingent upon adherence to the agreements and procedures established between the Client and Your Research B.V.

2.3. Duration and effective date

This SLA becomes effective at the moment the Client commences usage of the application in accordance with the Agreement and terminates upon the conclusion of the Agreement.

2.4. Subject

This SLA pertains to the Software as specified in the Agreement.

2.5. Escalation procedure

Should regular procedures and/or agreements, as outlined in this document, fail to achieve the desired results, either party may escalate the issue to the upper management level.

2.6. Invoicing

- Invoices are issued to the Client at the address specified in the Agreement and will include: Date and description of services provided;
- Period to which the invoice pertains;
- Name of the Client's contact person.

Invoicing is conducted annually in advance for the specified term, unless the Agreement states otherwise.

Fees for the services provided are detailed in the Agreement. Fees for any additional services are specified per service. A Statement Of Work (SOW) will be utilized for these services, with invoicing for SOWs conducted monthly in arrears, unless agreed upon differently.

2.7. Changes to the SLA

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Modifications to the SLA are permissible only with the written approval of the authorized representatives from both the Client and Your Research B.V. Either party may initiate changes to the SLA. A revised SLA comes into effect following mutual written consent. Should a proposed change result in financial implications, Your Research B.V. will provide a quote beforehand.

Following any modifications, the latest version of the SLA will display:

- Date of change
- New version number
- Authors
- Nature of the amendment

2.8. Related documents

This SLA is related to the following documents:

- Agreement between the Client and Your Research B.V.

In cases of conflict or inconsistency between the provisions of this SLA and the Agreement, the terms of the Agreement shall prevail.

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3. Level of service

3.1. Service overview

The following services are included in this SLA:

Paragraph	Service
3.2.1 to 3.2.4	Technical application management
3.2.3	Making backups (and restore in case of calamities)
3.2.5	Monitoring
3.4	Support desk, second-line, and third-line support
3.5, 3.6	Installation of patches, service packs, and new releases (according to the application's release policy)

3.2. Hosting services

This section describes the hosting services and technical application management.

3.2.1. Hosting description

Your Research B.V. provides hosting services through a third party. This service is subject to the Service Levels as defined in this SLA.

3.2.2. Management activities

Proactive and preventive technical management activities are carried out that are necessary to ensure the stability of the application, database, OS, and hardware. Examples include:

- Regular analysis of technical logs
- Regular checking of relevant security settings
- Cleaning system tables and/or files
- Follow-up on monitoring alerts

3.2.3. Included hosting services

The following services are included in the hosting service:

- 24 x 7-hour access to the application;
- Hosting of a Production Environment;
- Daily backup of software and data;
- Production data is stored redundantly and replicated across 2 data centers;
- Troubleshooting all hardware, OS, and database-related technical failures;
- Installation of relevant hardware, OS, database, and application updates and patches.

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3.2.4. Availability Production environment

"Unavailable" means that there is no access to the Production Environment. This relates to hardware, OS and database-related technical failures.

The availability of the Production environment is calculated as follows:

$$\frac{((\text{Number of minutes per year}) - (\text{Number of minutes total downtime of the Production Environment})) \times 100\%}{\text{Number of minutes per year}}$$

The number of minutes of downtime is determined by the moment the failure starts up to the moment the malfunction is resolved. The moment at which the malfunction starts or has been remedied is determined on the basis of monitoring or otherwise on the basis of notification from the Client.

The standard for this availability is: 99%, measured over the period of 1 year.

Calculation of availability as formulated in this SLA does not apply to failures if:

- planned work is carried out;
- the failure occurs as a result of failure in the telecommunications or power infrastructure of third parties (other than the hosting provider);
- an outage is caused by the fact that during planned and agreed on maintenance the Client is not available to accept the change;
- a failure caused by malfunctions or incorrect configuration of the Client device;
- an outage caused by unauthorized changes by personnel of the Client;
- an outage is caused by circumstances at the location of the Client (such as power supply, climate, housing, shutdown, or absence of sufficient and competent personnel at the Client); or
- force majeure (such as electrical or internet failures, natural disasters, war, terrorism).

Malfunctions can be reported to the Support Desk via the usual channels during office hours (see section Support in this chapter). Outside office hours this is possible via the support system of Your Research B.V., accessible via the support website or by email support@yourresearch.com.

3.2.5. Consequences of unavailability

In the event that Your Research B.V. fails to meet the stipulated availability standard, compensations are as follows: for each day or part thereof that the YR Software is available for less than the guaranteed availability, a credit equivalent to 1/30th of the monthly fee paid by the Client under the Agreement will be applied. This credit is contingent upon a written request from the Client submitted within 14 days following the failure. This remedy is exclusive and in lieu of any other compensation claims the Client might have regarding unavailability.

3.2.6. Monitoring

The application and its underlying infrastructure undergo continuous monitoring to preempt potential malfunctions or detect them early. Alerts are sent to the hosting provider's service center and/or the Your Research B.V. hosting team. Monitoring is performed using specialized tools, and Your Research B.V. retains the right to replace these tools if deemed necessary to maintain or enhance service levels.

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3.3. Maintenance window

Your Research B.V. may temporarily suspend the Cloud Service for maintenance, adjustments, or improvements to the computer systems. Such decommissions are scheduled outside regular office hours, and the Client is notified well in advance of any planned downtime. However, by mutual consent and with prior written approval from the Client, essential maintenance may occasionally be conducted during office hours (Monday to Friday, 08:00 to 17:00 CET). Any agreed-upon service downtime during office hours will not be considered a failure to meet the 99% availability obligation.

3.4. Support

The Support Desk is available via telephone at +31(0)85 004 3969 and email at support@yourresearch.com from 9:00 AM to 5:00 PM CET on working days. After hours, support can be reached by email only. Emails sent after office hours are addressed on the subsequent working day. The helpdesk provides support in both English and Dutch. Extended support hours and additional languages are available upon request. Additional service fees will apply.

Notifications are organized by priority as follows:

Category Impact	Definition
Critical (C)*	<p>Definition: The issue causes a complete outage or significant feature failure that affects all or a large segment of users. No workaround is available.</p> <p>Examples: Downtime of the main application, data breach affecting sensitive information, a security vulnerability that could be exploited.</p>
High (H)	<p>Definition: The issue severely impacts major functionalities but does not cause a complete outage. A large number of users are affected, but a temporary workaround may be available.</p> <p>Examples: Major performance degradation, a significant module or feature is down.</p>
Medium (M)	<p>Definition: The issue moderately affects some functionalities with a moderate number of users impacted. A workaround is usually available.</p> <p>Examples: Minor performance issues, problems with non-critical features that do not significantly impact user operations.</p>
Low (L)	<p>Definition: The issue moderately affects some functionalities with a moderate number of users impacted. A workaround is usually available.</p> <p>Examples: Minor performance issues, and problems with non-critical features that do not significantly impact user operations.</p>

*Reports with Priority "Critical" are reported by the Client to the Support Desk by telephone in addition to notification via email.

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The prioritization of incidents is determined by assessing both urgency and impact. Your Research employs the following matrices to classify incidents:

		Impact		
		High	Middle	Low
Urgency	High	1	2	3
	Middle	2	3	4
	Low	3	4	5

After this, the Response times during Working hours per Priority are displayed as agreed in this SLA.

Code/color	Definition	Responsiveness	Solution time
1	Critical	1 hour	1 hour
2	High	4 hours	4 hours
3	Medium	16 hours	16 hours
4	Low	40 hours	40 hours

Your Research B.V. will provide the Client with initial feedback on the status of a Ticket within the mentioned Response Times, on the understanding that the indicated Response Times will be realized for at least 90% of the reported reports. After Your Research has responded, the solution time starts.

In the event of reports with Priority critical and high, the Client will be informed by Your Research B.V. about the progress of the treatment via email and, if necessary, also by telephone.

3.5. Platform Release Policy

Your Research B.V. conducts maintenance on the platform only for versions supported by the company. Clients will be notified electronically at least 24 hours prior to the commencement of any maintenance, as deemed necessary by Your Research based on an assessment.

3.6. Software updates

Your Research B.V. regularly updates the Software in the Production environment, including patches, service packs, and releases. Updates are primarily performed outside of office hours to minimize disruption. If it becomes necessary to conduct updates during office hours, clients will be informed via email.

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3.7. Consultancy services

This section delineates what is included as standard support services under this SLA and what constitutes paid consultancy services:

Service	Description
Custom development	Development of new features or modifications tailored to the client's specific needs.
Custom Configuration	Post-go-live adjustments and after-care (1 week) that are requested by the client based on new insights. While we provide initial implementation advice based on our expertise, the client is ultimately responsible for the correct setup and testing.
Extended Training and Education	Training sessions and workshops that extend beyond basic software
Strategic Advising	Consulting on how the software can be integrated into broader business processes or to achieve specific business objectives.

In ambiguous cases, Your Research will assess whether a request falls under standard support or consultancy. Clients will be pre-informed of any consultancy fees, aligning with the invoicing policies outlined in chapter 2.6.

Your Research is committed to transparent communication with our clients about the nature of the work and any potential additional costs, seeking approval before commencing any such work.

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4. Security and privacy

The client is the controller of the research data and, as such, is ultimately responsible for ensuring adequate security and confidential handling of this data. Both the client and Your Research are obligated to adhere to all applicable laws and regulations regarding data protection.

Your Research B.V. is dedicated to helping the client meet these obligations by implementing robust information security policies and procedures.

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