

Service level agreement (SLA)

Version 1.0 · effective date: 17 September 2026

This SLA describes what you can expect from Eclarion: how our support works, how available the platform is and how backups and recovery are arranged.

Who does this SLA apply to?

Everyone with an Eclarion subscription, regardless of the plan. We don't sell support packages and we don't have support tiers: every customer gets the same service, from the same people. There is nothing to sign and nothing extra to pay. The SLA is part of our service and is published on this page, including its version history.

How does our support work?

You reach support through the chat in Eclarion or by email at team@eclarion.com, in English or Dutch. You get an answer from the people who make the product and know your environment. There is no first line, no ticket numbers, no queues.

Support is available on business days from 9:00 to 17:00 (Dutch time, excluding Dutch public holidays). Support is unlimited and included: that also covers looking into your environment with you, digging into a calculation or showing you how something works.

How fast do we respond?

During an outage, what matters is not when we start, but that we keep working until it is resolved. Monitoring runs 24/7 and alerts us immediately, also outside office hours. During an outage we post an update on the status page at least every hour and actively inform affected customers; you should never have to find out for yourself that something was wrong. When the impact was noticeable, you receive a short root-cause summary afterwards.

For all other messages: a substantive response no later than the next business day, in practice usually within a few hours. Substantive means: what we found and what happens next — not an automated acknowledgement.

How available is Eclarion?

At least 99.9% per quarter is our floor, measured around the clock (nights and weekends included). Measurement is done by independent, external uptime monitoring, and in practice the measured availability is well above the floor. You don't have to take our word for it: you can watch it live on our status page at status.eclarion.com.

Excluded from the measurement: maintenance announced in advance, disruptions outside our control (such as internet outages or issues in your own network) and force majeure.

We don't work with service credits or penalty clauses. The real remedy is simpler: a subscription can be cancelled monthly, or at the end of the subscription year if you pay annually. So if we structurally fail to keep our commitments, you are not locked in for long.

What about maintenance and new versions?

We develop continuously and deliver improvements to you automatically: no versions, no upgrade fees, no installation work. Regular releases cause no noticeable interruption.

Major maintenance with noticeable impact is announced at least 5 business days in advance and scheduled outside Dutch office hours.

We install security updates every night. If an update requires a server restart, it takes place at night between 01:00 and 03:00 Dutch time and Eclarion is unavailable for a few minutes at most. This fixed window counts as announced maintenance.

How are backups handled?

Your data is protected in two ways:

- **Continuously:** every change is written to a backup as it happens. In a disaster scenario we can restore the database to a moment of our choosing, with at most 15 minutes of data loss (in practice less than a minute).
- **Daily:** every night we take a full backup to a different location than the database itself (Helsinki). We keep those daily backups for 42 days.

Backups are stored encrypted on servers in the European Union, just like the platform itself. In a disaster scenario our goal is to restore the platform within 8 hours; it usually takes less.

What happens to your data if you leave?

Your data is yours. You can export everything to Excel or CSV at any time, without needing us.

If you cancel your subscription, your environment stays available for another 3 months so you can download everything. After that we permanently delete your data; copies in backups disappear within 45 days of that deletion.

How does this SLA relate to other documents?

This SLA supplements our [terms of service](#). If this SLA and the terms of service conflict, this SLA prevails. The processing of personal data is governed by our data processing agreement; on that subject the data processing agreement prevails.

Can we change this SLA?

Yes, but not quietly. We announce material changes well in advance by email to the administrators of your account. Every version gets its own number and effective date and remains available as a PDF, so it is always clear which version applied at which moment.

Version history

Version	Date	Change
1.0	17 September 2026	First published version