

SERVICE LEVEL AGREEMENT

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*The most important things you need to know



Core



Advanced



Extensive

Single event	Type of meeting:			
	Set-up meeting	1 x 1 hour	1 x 1,5 hour	1 x 1,5 hour
	Check-up meeting	max. 4 x 30 minutes	max. 6 x 30 minutes	max. 8 x 30 minutes
	Training	N.a.	N.a.	1x 30 min. speaker training
	Amount of organizers supported*	5	5	5
Subscription	Type of meeting:			
	Set-up meeting	1 x 1,5 hour for the first event	1 x 1,5 hour for the first event	1 x 1,5 hour for the first event
	Check-up meeting	max. 4 x 30 minutes per event	max. 6 x 30 minutes per event	max. 8 x 30 minutes per event
	Training	N.a.	N.a.	1 x 30 min. speaker training + 1 x 60 min. technical training
	Amount of organizers supported*	N/A	N/A	N/A
		* at the start of the event planning		

Basic Support

You can always ask open questions by email or phone, no matter which package you have booked. You can reach us during Opening Hours. We will always strive to answer your emails within 24 hours during Working days. We also offer an emergency number for technical issues with the platform during your live event. This number is reachable 24/7 and will be provided to you by your Event Consultant a day before your event starts. Additionally it is possible to book live chat support for your event. You can request live support directly with your Event Consultant or during the sales process.

Speaker Training

The speaker training (30 minutes) is hosted by your Event Consultant and is aimed at explaining all the relevant information needed by the event organisers on how to train their speakers to use Let's Get Digital. This also includes a guide to setting up a dry-run (test event) and all the relevant technical know how on how to be a speaker.

Technical Training

For organizers with an extensive subscription package, a Technical Training session can additionally be booked (60 minutes). Within the Technical Training, the event organiser is given Technical Training on how to use the Super Admin functionalities within the platform (e.g. Importing Excel documents, making system back-ups and setting up integrations etc).

Set-up Meeting

You will be invited by your personal Event Consultant to book support meetings. In the Set-up meeting, your Event Consultant introduces you to the platform, shows you the important functionalities and answers your questions about the platform.

If a Branded App is required, it is important that this is mentioned in the questionnaire sent in the welcome email prior to the Set-up meeting.

Check-up Meeting

Following the initial Set-up meeting, the event organisers have the option to book Check-up meetings depending on the package they have purchased. The Check-up meeting lasts for up to 30 minutes per session and can be used by the organiser to resolve questions about the platform. The meetings can also be used for feature demonstrations; meaning that the Event Consultant can consult the event organiser about helpful features for their event.



Service Level Agreement

Service provider

Version: 3.2

Date: 01 March 2022

General

1. Introduction

This Service Level Agreement (SLA) forms an integral part of the Agreement already concluded between Service Provider and Client with regard to Let's Get Digital (LGD) and all accompanying appendices. LGD is a platform that enables companies to remotely organize a complete event experience, supported by the Service Provider.

The arrangements that are recorded in the Agreement, the General Terms and Conditions, the Processing Agreement, and other Appendices of LGD (for example in the context of liability, the processing of personal data) apply in full to this SLA.

2. The objective of the SLA

The objective of this SLA is to make arrangements regarding the quality of the Services delivered by the service provider to the Client. This constitutes the recording of specific and measurable key performance indicators. The objective of the SLA is also to make arrangements regarding the mutual cooperation between both Parties. For this reason, uniform procedures are recorded in this SLA for the contact between both Parties and for handling any reports or requests from the Client.

Service level

The following services offered to fall under this agreement include:

- Telephone support;
- Support by email;
- Remote assistance with the aid of a Remote Desktop and a Virtual Private Network if Available;
- Planned meetings, or in case of emergencies, online assistance (extra costs apply);
- Planned, on-site assistance (extra costs apply);
- Monthly system health check.

3. Duration and termination

The duration of the SLA is linked to the Agreement. If the Agreement is terminated, this termination will therefore apply in full to the concluded SLA. The SLA cannot be terminated separately from the Agreement.

4. Version number and amendments

Following the coming into effect, the SLA can only be amended with permission in writing from both Parties. Any amended versions of the SLA will be disseminated each time under a new version number. The amendments must be described per version in the overview below.

Version number	Date	Editors	Description of changes
1	15 September 2020	Ruben Haring	First version
2.0	11 November 2020	Ruben Haring icm ICTRecht	Full revision of the SLA
3.0	01 September 2021	Sanderyn Niemeijer	Updated version
3.1	25 Oktober 2021	Bas Krijgsman	Revision

3.2	01 March 2022	Kasper van Eerden	Added on-site support requirements
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Definition list

In this SLA some concepts are written with a capital letter. The definitions listed below are defined in both the singular and plural context.

Agreement: *the Agreement between Parties on the basis of which the Service Provider delivers its Products and Services to the Client, which the General Terms and Conditions form an integral part of. If signed, the Offer can apply as the Agreement.*

Available/Availability: *the period of time during which the Services can be accessed during a specific month via the internet, expressed in a percentage that is calculated on the basis of the formula, as recorded in article 3 of this SLA.*

Back-up: *a back-up copy of the Data, Configurations and/or Software, described in article 4 of this SLA, which can be redeployed by the Service Provider LGD in the event of Incidents.*

Client: *the natural person or legal entity, whether or not acting in the course of a profession or business, who/which has concluded an Agreement with the Service Provider.*

Data: *all data saved by using the Services, or that is otherwise delivered by the Client or End Users to LGD for saving via the Services.*

Emergency Maintenance: *unforeseen maintenance work as a result of Incidents whereby, having regard to the Impact and Urgency of the Incident, immediate intervention by the Service Provider is required.*

End User: *the natural person who uses the Product. For example, employees of the Client or customers of the Client.*

Equipment: *all hardware made available by LGD to the Client or Partner as part of the Services, or that is used by LGD in the context of the delivery of the Services.*

Event: *the digital Event, which forms part of the assignment and is also made possible by LGD.*

Functionality: *specific characteristics or features, which make a specific use or a specific application of the Services possible.*

General Terms and Conditions: *the present General Terms and Conditions.*

Impact: *the (seriousness of the) consequences of an Incident for the Client, which must be determined on the basis of the overview as recorded in article 8 of this SLA.*

Incident: *the substantial failure of the Services to meet the agreed specifications as well as the situation during which there is Unavailability, which is not the result of Maintenance.*

Maintenance: *all maintenance work to be executed by LGD, including Planned Maintenance as well as Emergency Maintenance, all this as further detailed in article 2 of this SLA.*

Opening Hours: *the usual Opening Hours of the Service Provider. The usual opening hours may vary from one Service Provider to another and can be adjusted by the Service Provider.*

Partner: A company that has a Partner Program Agreement with LGD and has entered into an agreement with the Client to provide service with the LGD software.

Party/Parties: LGD, the Partner of Let's Get Digital and the Client jointly or individually.

Planned Maintenance: all regular maintenance work with regard to the Services, which do not classify as Emergency Maintenance.

Priority: the Priority given to an Incident on the basis of the Impact and Urgency thereof, in conformity with article 8 of this SLA.

Processing Agreement: a processing agreement that contains written agreements on the processing of personal data by the Service Provider

Response Times: the time that expires between the time at which the Client submits a report of an Incident in conformity with article 7 of this SLA and the time at which the Service Provider gives the first substantive response.

Service Level Agreement (SLA): this SLA in which specific arrangements are made regarding the quality of the delivered Service and the applicable procedures and which forms an integral part of the Agreement concluded between Parties.

Service Provider: the natural or legal party that provides the service as described in this Service Level Agreement. This is the Partner when the Clients have an agreement with the Partner and LGD when the Client has a direct agreement with LGD.

Service(s): the services as described in the Agreement.

Software: all software that is delivered or made Available as part of the Services, which can include the system software, function software as well as application software.

Urgency: the urgency of an Incident for the Client, which must be determined on the basis of the overview, as recorded in article 8 of this SLA.

Workaround: a temporary solution for an Incident whereby the cause of the Incident is not, or not entirely, removed, but whereby the consequences of the Incident for the Client are substantially limited.

Working day(s): Any day which is not a Saturday, a Sunday or a bank or public holiday in the country where the Service Provider is located.

Service Level Agreement

1. General

- 1.1. This SLA relates to the Services set out below, which are delivered by the Service Provider to the Client on the basis of the Agreement.
- 1.2. The guarantees or obligations of result issued by the Service Provider in this SLA will not apply if:
 - a. the Client or End Users implement(s) changes in, or execute(s) acts with regard to the Services, which are not permitted on the basis of the Agreement, the General Terms and Conditions, or other arrangements in writing between Parties;
 - b. the failure is the result of errors in, or problems with, Equipment, software, or materials of third parties, which are not part of the Services and/or the use of which is prescribed by the Client to the Service Provider;
 - c. the Client has not, not fully, or not in a timely manner, following the reasonable advice or instructions given by the Service provider with regard to the Services;
 - d. the failure relates to burden on the Services, which is higher than permitted on the basis of the Agreement, the General Terms and Conditions, or other arrangements in writing between Parties;
 - e. There is force majeure.
- 1.3. Although any guarantees or obligations of the result of the Service Provider will lapse in the situations described in the previous subclause, the Service Provider will make endeavours to still assist the Client in the best possible way. However, any costs incurred in this context will be at the Client's expense and will be charged to the Client on the basis of subsequent calculation at the usual hourly rate of the Service Provider.
- 1.4. If the Service Provider is a Partner and the contract between the Partner and LGD has been terminated while the Customer's contract is still to be performed, LGD acts as Service Provider in place of the Partner to perform this SLA.

2. Maintenance of the Services

- 2.1. The Service Provider will make endeavours to maintain the Services for the Client during the term of the SLA.
- 2.2. The maintenance work can result in that the Services will temporarily not be available, or only to a limited extent. The Service Provider will always coordinate the time at which the Planned Maintenance is executed in advance with the Client, for the limitation of the inconvenience caused by the work to be executed by LGD. In derogation from further provisions of this SLA, it is permitted to execute Planned Maintenance also without prior permission from the Client, if the work to be executed is not expected to result in any disruption or limitation of the Availability.
- 2.3. In derogation from further provisions of this SLA, it is permitted to execute Emergency Maintenance also without prior permission from the Client, if this work cannot be postponed due to the Impact and Urgency. The Service Provider will make endeavours to inform the Client as soon as possible of the nature and expected duration of the work.
- 2.4. The Maintenance can result in that existing Functionalities are adjusted and/or become redundant. The Service Provider will inform the Client in a timely manner if there is an essential change in the Functionality.

3. Availability

- 3.1. The servers of LGD are in the server park of TransIP at Schiphol (Amsterdam) and Digital Ocean (Amsterdam), the Netherlands. The Service Provider guarantees an uptime of 99.99% per month with regard to hosting. This means that the platform will never be down for longer than 4.5 minutes during one month.

- 3.2. The responsibility of the Service Provider with regard to the Availability, as defined in this SLA, will not apply in the event of a breakdown if:
- Planned Maintenance takes place (never takes place during a live event)
 - a breakdown occurs as a result of a breakdown in the telecommunication infrastructure of third parties;
 - a breakdown is caused by a change requested by the Client;
 - a breakdown is caused by unauthorized changes made by an employee of the Client in the systems of LGD;
 - force majeure.
- 3.3. The Availability is calculated by LGD as follows:
1. $A = 100\% * [1 - (t/T)]$
 2. t = number of minutes of unavailability during one month (loss of services)
- T = total number of minutes during one month

4. Back-ups

- 4.1. LGD will, for the benefit of the Client, make a Backup of the parts of the Services set out below.

Once every 4 hours, a backup is made of the Database and of an event environment. This concerns all data with regard to content that is filled in an event.

Once every 12 hours, a backup is made of the complete environment. This also concerns settings and extra matters outside the content.

- 4.2. Every 4 hours a Backup is automatically made on the hard drive of another physical server. In addition, after every log in the admin panel makes a Backup within a time period of 60 minutes. In addition, an extra Backup is made for the execution of some special (risk) acts. For example, the merging of accounts.
- 4.3. The Backups made by LGD will be saved for three months after the date of the event. Thereupon LGD will be permitted to remove these. LGD saves every Backup from the first week in the past. This means at least 1 Backup per 4 hours, as described above. LGD saves 1 Backup per 24 hours of the times that are older than a week.
- 4.4. LGD will save the Backup on a separate server than the server in which the original Data, Configurations, or Software, are saved, but will not be obliged to save the Backup at another geographical location.
- 4.5. The Client can request that The Service Provider makes the data of the Back-up Available. If applicable, the Client and the Service Provider will make further arrangements regarding the recovery procedure to be used. If applicable, the invoicing for the recovery procedure by the service provider will take place on the basis of subsequent calculation. This will be stated in advance by the Service Provider.
- 4.6. In addition to the Backup, every 5 minutes a standard replication will be made of the environments, which can take over the production environment during any breakdown, so that the Availability is further guaranteed.

5. Support

- 5.1. The support for the Service is Available on the basis of the following parameters:
- Support by telephone and support by email is available during Opening Hours on Working Days.
 - The emails received outside Opening Hours will be collected and replied to within 24 hours of receiving the email within Opening Hours.
 - The availability of support staff of the Service Provider will be planned in accordance on a "First come, First serve" basis.

- An emergency telephone number will be provided no later than 1 Working Day prior to the event. This phone number can be used whilst your event is live. Support requests via this telephone number will have priority over other support requests.
 - Calls received on this emergency telephone number outside the stated Opening Hours in the definition list will be forwarded to an alternative mobile number. The Service Provider will endeavor to respond to the call promptly.
 - The emergency telephone should be used only for technical-related emergencies within live events where issues have been caused by a technical fault and therefore not used for general support purposes. The emergency phone number should additionally not be called in the circumstances of user error. The Service Provider can decide if there is an excessive misuse of the emergency telephone to install a fee with prior notice. The availability of support by telephone or by email cannot be guaranteed on the public holidays of the country where the Service Provider is located.
 - The service provider will deal with the support request on the basis of its own priority system. Requests for support are dealt with on the basis of Priority and the date of the event.
- 5.2. The Service Provider does not wish to set out a limit for the use of the support by telephone or by email. In addition, the service provider wishes to be capable of supporting all its clients, and therefore it is expected from users that they use the support options to a reasonable extent. In the event of excessive use or misuse, action will be taken on the basis thereof.
- 5.3. The client can book meetings according to the chosen package. An overview of the standard amount of meetings can be found in Appendix 2.
- 5.4. The limit of the maximum of people that can receive support as mentioned in Appendix 2 does not apply to Clients with a subscription license. The limit for Clients with a subscription license will be on the basis of 'fair use'.

6. Requests for changes

- 6.1. The Client can submit a request to the Service Provider for making a change in the way Service is delivered.
- 6.2. The Client can submit such requests to support during the Opening Hours. The actual time necessary for implementing the request for change will also depend on the nature of the request and can therefore differ from case to case. Each party will coordinate in consultation within which period (and if necessary at what time) the request for change will be implemented.

7. Reporting Incidents

- 7.1. If the Client notices an Incident during the use of the Services, the Client will submit a report regarding this to support, with due regard to the points below:
- a. **During Opening Hours:** the Incidents, which in the opinion of the Client fall under the Critical Priority or High Priority, must be reported by telephone. Incidents, which in the opinion of the Client fall under the Average Priority or lower, can also be submitted to the support via another means of communication set out in article 5.
 - b. **Outside of Opening Hours:** only Incidents, which in the opinion of the Client fall under the Critical Priority, can be reported. The reports must be made via the emergency number as provided prior to the event.
- 7.2. When reporting an Incident, the Client must in any event pass on the information below to the Service Provider:
- a. the company name;
 - b. the event number;
 - c. the name of the contact person for further follow-up of the Incident;
 - d. the current contact details of the contact person concerned;
 - e. a full and clear description of the Incident;
 - f. a description of any steps already taken by the Client.

- 7.3. The Client guarantees that the submitted report is correct and complete. If this is not the case, the Service Provider may not be able to respond to the Incident concerned in a timely manner and/or to remedy the Incident concerned.
- 7.4. The Client will provide the Service Provider with all reasonable cooperation, which is necessary for the context of the inspection and dealing with the report submitted by the Client. This means inter alia, but not exclusively, that the Client will provide the Service Provider with all information and access to the locations, services, or accounts under the Client's management insofar as this is necessary for dealing with the Incident. The Service Provider can suspend dealing with the report if the Client does not provide the cooperation required in all reasonableness.

8. Dealing with Incidents

- 8.1. An employee of the Service Provider will assess the Incident reported by the Client as soon as possible to subsequently record the Priority. The Priority will be determined on the basis of the Impact and Urgency of the Incident. The Urgency will be recorded in conformity with the overview below with the aid of the information provided by the Client.

Days until the event	The full application is Unavailable or general services do not function	An important function is Unavailable and/or a large bug in the software, general services do not function	A less important function is Unavailable and/or a small bug in the software, general services do not function
7 or more days	High	Low	Low
1-7 days	High	Average	Low
1 day before until 1 day after the event	Critical	Critical	High
2 or more days after the event	High	Average	Low

- 8.2. If the Client does not agree to the Priority given by the Service Provider to the Incident, the Client must report this promptly to support, following which the matter will be escalated to the management level to find a suitable solution. In that case, Parties will make utmost endeavors to reach an agreement regarding the Priority of the Incident concerned.
- 8.3. The Service Provider will endeavor, depending on the Priority given to the Incident, to achieve the Response Time and resolution time below.

Priority	Response Time during available hours ¹	Resolution time during Opening Hours ²
1 (Critical)	0-4 hours ³	0-4 hours ⁴
2 (High)	4 hours	8 hours
3 (Average)	8 hours	2 working days
4 (Low)	2 working days	5 working days

- 8.4. The Service Provider must receive a critical service request via the telephone number provided to the client prior to the event. In this manner, we can respond as quickly as possible to these requests.

¹ See article 8.5.

² See article 8.6.

³ See article 8.4.

⁴ See article 8.4.

- 8.5. The available hours are the Opening Hours from the Service Provider, excluding all public holidays issued by the government of the country where the Service Provider is situated.
- 8.6. The Opening Hours are dependent on the Service Provider. The Service Provider has to be available between Opening Hours of the Service Provider from Monday up to and including Friday with the exception of all public holidays issued by the government of the country where the Service Provider is situated.
- 8.7. The Service Provider will endeavour to inform the Client at regular intervals while solving an Incident regarding the progress and the expected duration of further dealing with the Incident.
- 8.8. After the incident has been resolved, The Service Provider will make endeavours to inform the Client as soon as possible of the apparent cause of the Incident and the manner in which the Incident has been resolved.

9. Packaging and Service

- 9.1. It is possible to upgrade the package agreed upon in the signed agreement until the event date. Upgrading is possible by contacting the Service Provider to upgrade the package per e-mail or upgrade the package within the LGD software.
- 9.2. During the Client's event, the Client can book additional Live chat support. The first 90 minutes will be free of charge after that the Client will pay a surcharge for this service. The live support needs to be booked at least 7 days before the event to guarantee the availability of our staff. The Client can discuss the options with the Service Provider
- 9.3. Each package comes with the provided service and support listed in Appendix 2. Next to that, the Client can count on the general service and support as stated in Appendix 2.
- 9.4. It is possible, for the Client, to upgrade their package until 1 week before the start date of the Client's event.
- 9.5. It is not possible, for the Client, to down-grade their package.
- 9.6. LGD offers Expert Sessions where the Client can experience the LGD platform. During these sessions, the Client can also attend sessions specifically detailing features that the Client can use for the Client's event and learn how to use them.

10. On-Site Support – What are the requirements?

- 10.1. In order to book one or more of our employees to provide support on site there are a few conditions which need to be met. these are the following:

Working Hours

Let's Get Digital employees cannot work longer than 55 hours per week. The maximum working hours per day is 11 hours, whereas regular working days consist of 8 hours. After each working day, Let's Get Digital employees need to have at least 11 hours of rest before starting their following shift. After working for five days in a row, employees need to be granted a minimum of 36 hours of rest.

Breaks

There are fixed length and amount of breaks required for Let's Get Digital employees per day which have to be integrated in the working hours. The required breaks depend on the working time per day. Find an overview below:

Working hours exceed five hours: one 30 min break required

Working hours exceed seven hours: one 30 min & one 15 min break required

Working hours exceed ten hours: one 30 min & two 15 min break required

What else?

Food for (lunch) breaks should be provided by the respective event organization
The accommodation on site, arrival of responsible support employees and the respective costs are individual and will be agreed upon per case

11. Concluding provisions

- 11.1. The law of the Netherlands applies to this SLA.
- 11.2. Any disputes ensuing from the SLA will be submitted to the Dutch court in the location where the Service Provider is established.
- 11.3. If a provision ensuing from the SLA appears to be null and void or voidable or is otherwise declared void, the remainder of the SLA will remain unimpaired. In such a case Parties will record a new provision in consultation, which provision will, insofar as possible by law, approach the original provision as closely as possible with regard to its nature, meaning and effect.
- 11.4. If the Service Provider does not achieve one or more of the obligations of result included in this SLA, or guarantees, for at least three consecutive months, the Client will have the right to terminate the Agreement and this accompanying SLA, unless the failure, having regard to its special nature or minor significance, does not justify the termination. The right of the Client to termination is excluded for the remainder.

Appendix 1 | Security measures

LGD has in any event taken the security measures described below with regard to the offered Services by the Service provider:

Subject	Measures taken
Internal policy	LGD has taken suitable measures to ensure that the (personal) data is processed in accordance with the instructions of the controller for the processing. This is achieved by means of: - Binding policy and procedures for the employees of LGD, with the provision of inspection and approval by the controller for the processing.
External policy	LGD will be responsible for ensuring that, if security measures are taken via external entities, this will be provided with a description in writing of the executed activities, which will guarantee that the measures taken are in accordance with this document. LGD implements further suitable measures to inspect its systems administrators and to ensure that they act in accordance with the instructions received. This is achieved by means of: - Individual appointment of systems administrators; - Recording suitable measures for the registration of the access logbooks of the systems administrators and to save these securely, precisely and unaltered for at least six months; - Annual audits of the activity of the systems administrators for the assessment of compliance with the assigned duties, the instructions received by the importer and the applicable legislation; and - Keeping an updated list with the identification details of the systems administrators (for example, name, surname, function, or organization area) and assigned duties up to date; - Disaster recovery plans and business continuity plans; - Conducting regular inspections of all implemented security measures described in this, at least every six months; - Only reusing backup tapes if the information included earlier is incomprehensible and cannot be reproduced with technical resources; other removable media will be destroyed or made unusable if these are not used; - Registration of every detected security incident, in addition to the procedures, followed for data recovery and the identification of the person who has executed this; - Firewalls, antivirus solutions.
Confidentiality	The employees of LGD are bound by the confidentiality of all matters that they see within the environments of LGD. In addition, the employees of LGD-only get access to the data for 24 hours.
Access security	LGD has taken suitable measures for the prevention of unauthorized persons acquiring access to the data processing equipment that process personal data. This is achieved by means of the following measures: - Protection and limitation of access measures; - Recorded access authorization for personnel and third parties, including the accompanying documentation; - Rules and restrictions for key cards; - Registration, monitoring and tracing of all access to the data centre where the personal data is hosted; - Security of the data centre where personal data is hosted by means of a security alarm system, in addition to other suitable security measures.

Authentication	LGD has taken suitable measures for the prevention of unauthorized persons using/integrating its data protection systems. This is achieved by means of the following: - Issuing individual log-in to users; passwords must meet the limitations in length, complexity, obsolescence and history; - Identification of the terminal and/or the terminal user to the systems of the supplier; - Automatic switching off of the user's ID at the entering of several incorrect passwords, logbook filing of incidents (safeguarding entry attempts); - Dedication of individual terminals and/or terminal users, identification features that are exclusive for specific functions; - Compliance with the personnel policy with regard to the rights of access of each staff member to personal data (if applicable), informing the person of their obligations and the consequences of any breach of such obligations, to ensure that the person only has access to personal data and resources that are necessary for the performance of his or her function and the training of the personnel with regard to the applicable duties and obligations in the field of the protection of privacy.
Authorization	LGD has undertaken that the persons who are entitled to use its data processing systems will only have access to the data within the context of, and to the extent of, their respective rights of access (authorization) and that personal data cannot be read, copied, altered, or removed without authorization. This is achieved by means of the following: - Granting minimum rights of access to the employees of LGD, depending on the requirements for their functions; - Compliance with the personnel policy with regard to the rights of access of each staff member to the personal data; - Allocation of individual terminals and/or terminal users and identification features that are exclusive for specific functions; - Monitoring capacity with regard to the persons who remove, add, or alter personal data and at least annual monitoring and updating of the authorization profiles; - Data is only released to authorized persons; - Policy rules for saving backup copies; - Use of the most recent cryptography technologies.
Separation of processing for various objectives	LGD has implemented measures to ensure that the data that is collected for various objectives will be separately processed. This is achieved by means of the following measures: - A strict logical or physical separation between personal data and other personal information is arranged, for which data LGD is a controller or a processor; - (Personal) data that is received from various clients are processed separately; - The separation of access to data by means of application security for the correct users; - Separation of the data that is used for various objectives by means of modules within the LGD database, i.e. on the basis of functionality and function; - Storage of data in various areas (at the database level), separated per module or function that they support; - Designs of interfaces, batch processes and reports only for specific objectives and functions, so that the data that is collected for specific objectives is processed separately.

Integrity during entering	LGD takes suitable measures to ensure that LGD can inspect and record whether and by whom personal data is entered or removed in the data processing systems. This is achieved by means of the following: - An authorization policy for entering data in the storage, as well as for reading, altering and removing the saved data; - Registration of entering, altering and removing of personal data in the data processing systems; management of document management systems; - Authentication of the authorized personnel; individual authentication data such as user's ID which, once allocated, cannot be allocated to another person (also not afterwards); - Protective measures for entering data in the storage, as well as for reading, altering and removing the saved data; - Use of user codes (passwords) of at least eight characters, or the maximum permitted number, and change of the system at the first use and thereafter at least every 90 days in the event of processing of sensitive data; - Following a policy whereby all employees of LGD, who have access to the (personal) data for which LGD is the controller for the processing, must reset their passwords at least once every 180 days; - Ensuring that the access to the data processing facilities (the spaces where the computer equipment and related equipment is accommodated) can be locked;
Integrity during transfer	LGD takes suitable measures for the prevention of unauthorized persons reading, copying, altering or removing the personal data during the transfer or the transport of the data carriers. This is achieved by means of the following: - The use of suitability firewall and encryption technologies; - Registration and inspection of all data transfers insofar as possible; - Safeguarding the completeness and accuracy of the data transfer (end-to-end inspection);
Measures for availability	LGD will take suitable measures to ensure that personal data is protected against unintentional destruction or loss. This is achieved by means of the following: - Infrastructure redundancy to ensure that the access to the data is recovered within seven days and that a back-up is made at least weekly; - Conducting regular inspections of all implemented security measures described herein, at least every six months; - Only reusing backup tapes if the information included earlier is incomprehensible and cannot be reproduced with technical resources; other removable media will be destroyed or made unusable if these are not used; - Registration of every detected security incident, in addition to the procedures, followed for data recovery and the identification of the person who has executed this; - Firewalls, antivirus solutions.
Recovery	LGD has taken the following measures to be able to execute recovery as quickly as possible in the event of an incident. - Infrastructure redundancy; - Disaster recovery; - Back-up databases.
Auditing	The following measures are taken by LGD so that the process for regular testing, assessment and evaluation of the effectiveness of the technical and organizational measures is safeguarded:

	- The implementation of suitable management of the data protection in its organization; - Conducting regular audits. These audits are conducted upon the request of clients and otherwise at least once per calendar year. - LGD has an in-house audit plan.
Recovery in the event of incidents	LGD takes the following measures to ensure that it can recover access to personal data as quickly as possible in the event of a physical or technical incident. - The recovery in a timely manner of the availability of and access to the personal data in the event of a physical or technical incident. LGD tries to recover this at the times stated in this document! - The implementation of suitable incident management, so that all incidents are prevented as much as possible and if these do take place so that these will be of as short a duration as possible.

Appendix 2 | Service and Support

SERVICE LEVEL AGREEMENT

*The most important things you need to know

	 Core	 Advanced	 Extensive
Single event	Type of meeting:		
	Set-up meeting	1 x 1 hour	1 x 1,5 hour
	Check-up meeting	max. 4 x 30 minutes	max. 6 x 30 minutes
	Training	N.a.	N.a.
	Amount of organizers supported*	5	5
Subscription	Type of meeting:		
	Set-up meeting	1 x 1,5 hour for the first event	1 x 1,5 hour for the first event
	Check-up meeting	max. 4 x 30 minutes per event	max. 6 x 30 minutes per event
	Training	N.a.	N.a.
	Amount of organizers supported*	N/A	N/A
	* at the start of the event planning		

Basic Support

You can always ask open questions by email or phone, no matter which package you have booked. You can reach us during Opening Hours. We will always strive to answer your emails within 24 hours during Working days. We also offer an emergency number for technical issues with the platform during your live event. This number is reachable 24/7 and will be provided to you by your Event Consultant a day before your event starts. Additionally it is possible to book live chat support for your event. You can request live support directly with your Event Consultant or during the sales process.

Speaker Training

The speaker training (30 minutes) is hosted by your Event Consultant and is aimed at explaining all the relevant information needed by the event organisers on how to train their speakers to use Let's Get Digital. This also includes a guide to setting up a dry-run (test event) and all the relevant technical know how on how to be a speaker.

Technical Training

For organizers with an extensive subscription package, a Technical Training session can additionally be booked (60 minutes). Within the Technical Training, the event organiser is given Technical Training on how to use the Super Admin functionalities within the platform (e.g. Importing Excel documents, making system back-ups and setting up integrations etc).

Set-up Meeting

You will be invited by your personal Event Consultant to book support meetings. In the Set-up meeting, your Event Consultant introduces you to the platform, shows you the important functionalities and answers your questions about the platform.

If a Branded App is required, it is important that this is mentioned in the questionnaire sent in the welcome email prior to the Set-up meeting.

Check-up Meeting

Following the initial Set-up meeting, the event organisers have the option to book Check-up meetings depending on the package they have purchased. The Check-up meeting lasts for up to 30 minutes per session and can be used by the organiser to resolve questions about the platform. The meetings can also be used for feature demonstrations; meaning that the Event Consultant can consult the event organiser about helpful features for their event.

