

# Clinked G-Cloud Service Definition

**Service:** Clinked Virtual Data Room (VDR)

**Supplier:** Rabbitsoft Ltd (UK)

**Framework:** UK Government G-Cloud – Software as a Service (SaaS)

## 1. Service Overview – What the Service Is

Clinked is a cloud-hosted, Software as a Service (SaaS) Virtual Data Room (VDR) and collaboration platform operated by Rabbitsoft Ltd. It enables public sector organisations to create secure digital workspaces and portals for working with internal teams, partners, suppliers and external stakeholders.

The service provides controlled environments for document management, secure file sharing, task and project coordination, discussions, notifications and audit visibility. Each customer environment is logically segregated within the Clinked platform and accessed through a web browser and optional mobile applications.

Clinked is delivered as a fully managed service. Rabbitsoft is responsible for hosting, maintenance, monitoring, updates and security of the platform.

## 2. What the Service Does

Clinked provides the following core capabilities:

- White-labelled portals for branded engagement
- Secure document management and file sharing
- Granular permission controls at group, folder and file level
- Client and partner collaboration spaces
- Task and activity tracking
- Discussions, notifications and audit trails
- Version control and approval workflows
- Web, desktop synchronisation and mobile access

The service is typically used for client portals, Virtual Data Rooms (VDR) project

collaboration, partner collaboration, document exchange, extranet and secure workspaces.

### **3. Hosting, Architecture and Data Location**

Clinked is hosted on Amazon Web Services (AWS) infrastructure.

- Default hosting region: European Union (Ireland)
- UK-specific hosting can be provided on request
- Additional global regions (for example United States or Asia-Pacific) can be provided where required

The service is architected to run across multiple AWS Availability Zones to ensure high availability and resilience.

All customer data is logically segregated within the platform. Customers do not share data stores.

### **4. Backup, Restore, Business Continuity and Disaster Recovery**

Clinked uses AWS multi-Availability Zone infrastructure to protect against infrastructure failure and localised incidents.

#### **Data resilience**

- Data is stored across three or more Availability Zones.
- Synchronous replication is used across Availability Zones.
- Automatic failover is in place for supported components.

#### **Backup and recovery**

- Object versioning is enabled to protect against accidental deletion or corruption.
- Historical versions of files can be restored.
- Database snapshots are taken to protect against data loss and service disruption.

#### **Disaster recovery**

The platform is designed to continue operating in the event of individual system, zone or infrastructure failures. The service architecture supports recovery from widespread outages within the hosting region.

Business continuity and disaster recovery procedures are maintained by Rabbitsoft and tested as part of operational security processes.

## **5. Security**

Security is built into the design and operation of Clinked.

### **Information security controls**

- Encryption in transit using TLS
- Encryption at rest using industry-standard cryptography
- Role-based access control and granular permissions
- Logical segregation of customer environments
- Continuous monitoring and logging

### **Infrastructure security**

- Hosted on AWS secure data centre infrastructure
- Physical access controls, monitoring and environmental protection provided by AWS
- Network protection against common attack vectors

### **Application security**

- Regular vulnerability scanning and testing
- Secure development and deployment processes
- Patch management and platform updates managed by Rabbitsoft

### **Compliance**

Rabbitsoft operates an information security management framework aligned to ISO/IEC 27001 principles and UK data protection law.

## **6. Data Protection**

Rabbitsoft acts as a data processor and the public sector customer acts as the data controller.

- The service supports compliance with UK GDPR and the Data Protection Act 2018.
- A Data Processing Agreement forms part of the contract.
- Data is processed only to provide and support the service.

## **7. Onboarding and Implementation Support**

Clinked is delivered as a fully managed SaaS service.

### **Onboarding includes**

- Account provisioning and environment setup
- Configuration of workspaces and access permissions
- Assisted onboarding at no additional cost
- Initial guidance on platform use

Optional services may include data migration assistance, integration configuration and structured onboarding sessions.

## **8. Offboarding, Exit Management and Data Access**

Upon termination or expiry of the contract:

- Customers can export their data in commonly used electronic formats.
- A data access window is provided to allow retrieval of files and content.
- Secure deletion of customer data is performed following confirmation of successful export, unless legal retention is required.
- Reasonable exit assistance can be provided where agreed under a Call-Off Contract.

## **9. Service Levels and Availability**

Enterprise service levels include a service availability target of:

- 99.9% uptime

Availability is measured on a monthly basis, excluding scheduled maintenance.

## 10. Support and After-Sales Service

### Standard support

- Monday to Friday, 09:00 to 18:00 GMT
- Support provided via ticketing and email

### Enterprise support

- 24 hours per day, 365 days per year
- Includes telephone support

### Incident response targets

| Priority         | Description                | Standard Response       | Enterprise Response     |
|------------------|----------------------------|-------------------------|-------------------------|
| Level 1 – Urgent | Critical service impact    | Within 2 business hours | Within 1 business hour  |
| Level 2 – High   | Significant service impact | Within 4 business hours | Within 2 business hours |
| Level 3 – Normal | Limited service impact     | Within 6 business hours | Within 3 business hours |

Resolution may include fixes, patches, workarounds or configuration changes. Customers are supported through testing and validation of resolutions.

## 11. Outage and Maintenance Management

- Planned maintenance is scheduled to minimise service disruption.
- Customers are notified in advance of planned maintenance activities.
- Unplanned incidents are managed through established incident response processes.
- Status updates are provided during major service incidents.

## 12. Service Constraints

- The service is delivered as a multi-tenant SaaS platform.
- Customisation is configuration-based rather than bespoke code development.
- White-labelling, branding and domain configuration are available within defined platform controls.
- Maintenance windows may apply for updates and platform improvements.

## 13. Customisation and Configuration

Customers can configure:

- Branding and logos
- Portal layouts and workspaces
- Access controls and permissions
- Notifications and collaboration settings

Enterprise services may include deeper branding options and optional mobile applications.

## 14. Technical Requirements

To use Clinked, customers require:

- A modern web browser
- Internet connectivity
- Optional iOS or Android mobile devices for mobile applications

No on-premise infrastructure is required.

## 15. Integration and API

Clinked provides application programming interfaces (APIs) to support integration with third-party systems. Integration services can be provided where required.

## 16. Additional Services

Optional services may include:

- Data migration support
- Integration configuration
- Workflow design
- Training and onboarding sessions
- Reporting and usage reviews

## 17. Service Management

Rabbitsoft is responsible for:

- Platform monitoring and maintenance
- Security management
- Backup and recovery operations
- Release management
- Customer support and service delivery