



Skills Service Definition Document

Service Overview

Skills is a secure, cloud-based SaaS platform that provides AI-powered simulation training for emergency call takers and other high-stakes communication professionals. The service enables organizations to improve performance and compliance through realistic, data-driven training scenarios hosted in Microsoft Azure.

Hosting and Resilience

Skills is hosted on Microsoft Azure, with the primary data centre in West Europe (The Netherlands) and secondary regions in Ireland and Sweden for redundancy and failover. Azure provides resilience through automated replication, load balancing, and high availability infrastructure. Skills is compliant with ISO 27001, SOC 2, and GDPR.

Azure provides geo-redundant storage, automated encryption (AES-256), and continuous monitoring through Microsoft Sentinel and Defender for Cloud.

All access and data transmissions occur via TLS 1.2+ encrypted channels.

The platform targets 99.9% uptime.

Data Backup, Restore, and Disaster Recovery

Data is automatically backed up daily, with encrypted storage and retention policies aligned with GDPR requirements. Disaster recovery and business continuity plans ensure service restoration in case of disruption. Backup data is stored securely within the EEA.

Data Security and Protection

Data is classified under Public, Internal, Confidential, and Restricted categories per the Data Protection Policy.

All customer data encrypted at rest (AES-256) and in transit (TLS 1.2+).

Access restricted based on least privilege and need-to-know principles, enforced through Microsoft Entra.

Bi-annual penetration testing and continuous vulnerability scanning ensure system resilience.

Onboarding and Offboarding

Onboarding includes a digital or physical training session via Microsoft Teams or onsite, depending on customer preference. Superusers receive onboarding and optional PDF guides. Training videos are available within the Skills platform.



Offboarding includes user deactivation and secure data deletion in line with GDPR. Manual data export can be provided upon request at additional cost.

Service Levels

The SLA is defined as part of the License agreement.

Business Continuity and Disaster Recovery

In order to ensure business continuity in the event of a critical incident or disaster, we have established a relevant contingency and recovery plan for the organization. In regards of physical assets, this is handled by the facility owners. For Skills, the relevant plan covers how to get the application up and running again in such an event.

Disaster recovery plan

- Skills application data is stored in Azure and is automatically backed up at least once daily to allow point-in-time recovery of lost data in case of hardware malfunction or human error.
- Geo-replicated backups are used to be able to restore backups in the case of data center failure in the primary region.
- In the case of data loss or severe data degradation, the technical team will restore the latest available backup.
- In the case of a complete or partial loss of cloud-hosted code repositories, backup code will be retrieved and re-uploaded from developer laptops.
- In the case of complete and catastrophic loss of all data, the Skills solution will be redeployed.
- All employees are equipped with laptops and secure remote access capabilities to ensure business operations can continue in the event of office inaccessibility.

Data Retention and Disposal

All data will be protected in accordance with applicable data protection laws and regulations, and Skills' privacy policies.

- **Data Retention Period:** Skills retains personal data for a period of six (6) months from the date of the last interaction with the data subject or customer. Personal data collected in Skills will be deleted or anonymized, without the need for a specific request, within this period after the termination of the customer contract. This allows for the completion of any necessary administrative processes post-termination.
- **Periodic Review Process:** Skills conducts, at a minimum of every six months, periodic review of the personal data to determine whether continued retention is necessary. The review process will assess whether there is an active contractual



relationship with the customer that justifies the retention of personal data beyond the standard period. If the review concludes that there is no valid reason to retain the personal data, it will be securely deleted or anonymized in accordance with Skills' data disposal procedures.

- **Data Disposal:** Skills employs appropriate technical and organizational measures to ensure that data disposal is carried out securely and that the data cannot be reconstructed or accessed by unauthorized parties.
- **Withdrawal of consent:** If a data subject withdraws their consent for the processing of their personal data, Skills will delete or anonymize their personal data as soon as reasonably possible, and no later than thirty (30) days after receiving the withdrawal request.
- **Privacy Compliance:** Skills complies with the General Data Protection Regulation (GDPR) to ensure the privacy of both company and customer data. Skills enters a Data Protection Agreement (DPA) with all signed customers.

Data Support and Operations

- Skills uses Microsoft Azure as the primary cloud hosting provider. Microsoft Azure is a leading cloud provider, adheres to industry best practices and holds certifications such as SOC2 and ISO 27001.
- All business documents are stored in the DropBox cloud.

Multi-tenancy

Multi-tenancy is enforced in the main application Skills to prevent data leakage between customers. The multi-tenancy architecture should balance cost and scaling requirements with risk.

The current architecture uses a single-application, single-database setup that utilizes a combination of Entra groups and query filters in Entity Framework.

Encryption

Data at rest

Data is stored in Azure SQL databases and Azure Storage, both of which use AES-256 encryption at rest and comply with FIPS 140-2 by default.

Secrets and keys are stored Azure Key Vault, which is compliant with FIPS 140-2.

User identities are stored in Microsoft Entra, which uses AES-256 encryption. The SHA-256 hash function is used for password hashing.

Business documents are encrypted using AES-256 in the DropBox cloud.

Data in transit



All client-to-server communication and communication with supplier APIs is encrypted using HTTPS and TLS 1.2.

Business documents are stored on Dropbox using SSL/TLS encryption protected by AES-128 or higher for data in transit.

After-Sales Support

Ongoing support is included during contract duration via email and phone.

Email and ticket-based support available Monday–Friday, 08:00–17:00 CET.

Critical incidents (P1) are escalated directly to technical management.

Feature requests and improvement feedback are processed via the Continual Improvement framework.

Security

Skills follows ISO 27001-aligned practices and applies GDPR-compliant data processing.

Data Access at Contract End

Upon contract termination, user accounts are deactivated, and all data is securely deleted. Customers may request a manual data export before deletion, which will be handled by the Skills support team at additional cost.

Technical Requirements

Skills is a cloud-based SaaS solution accessible via standard modern web browsers (Chrome or Edge). No local installation is required. Stable internet connectivity is recommended for optimal performance.

Privacy and Compliance

Regular internal audits and management reviews ensure continuous improvement.

Skills' Privacy Policy is publicly available on the Skills website, detailing how personal data is collected, processed, and protected.

<https://skills.ai/privacy-policy/>