

SynkVault
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SynkVault: Service Definition Document

Introduction

SynkVault is a comprehensive, cloud-based audit management service designed to help organisations streamline their audit processes, improve compliance, and enhance operational efficiency. This service definition outlines how our platform works, the support we provide, and the commitments we make to our customers.

Our service is built on a foundation of reliability, security, and user accessibility. We are committed to supporting your audit team from onboarding through daily operations, with dedicated support channels and comprehensive guidance available at every stage.

What the Service Is

Service Overview

SynkVault is a software-as-a-Service (SaaS) platform that provides organisations with an integrated solution for managing assurance and audit activities. The platform enables teams to:

- Plan and schedule audits efficiently
- Manage audit workflows and task assignments
- Track findings and recommendations
- Generate comprehensive audit reports
- Maintain audit documentation and evidence
- Monitor compliance with regulatory standards
- Collaborate across teams in real-time

The system is delivered through a secure, web-based interface accessible from any device with internet connectivity. No software installation or complex system configuration is required.

Key Capabilities

- **Audit Planning**: Create and manage audit schedules with automated task distribution
- **Evidence Management**: Centralise audit documentation with secure storage and version control
- **Risk Tracking**: Monitor and prioritise audit findings and management responses
- **Reporting**: Generate customisable audit reports with automated data compilation
- **Team Collaboration**: Enable seamless communication between audit teams and stakeholders
- **Accessibility Features**: Comprehensive guidance available at every screen with keyboard navigation support
- **Real-Time Support**: Live chat assistance for immediate help with queries

Onboarding and Offboarding Support

Onboarding

We are committed to ensuring a smooth transition to SynkVault:

Initial Onboarding Session

- All customers receive a complimentary 60-minute introduction session upon purchase
- A member of our support team will guide you through the platform's core features
- We will discuss your specific audit processes and tailor the system to your needs
- Session is conducted online and scheduled at a time convenient to your team

Role-Based Training Materials

- Online training materials provided for each stakeholder role (auditors, administrators, managers, executives)
- Training content covers platform basics, advanced features, and best practices
- Materials remain available for reference at any time during your subscription
- Available in multiple formats to support different learning preferences

Additional Training and Support

- In-house training and support services available at additional cost
- On-site or remote delivery options available

- Tailored to your specific processes and requirements
- Contact our sales team for quotes and scheduling

In-Platform Guidance

- Every screen includes comprehensive help and guidance
- Context-sensitive tooltips explain features and functionality
- Step-by-step guides for common tasks
- Video tutorials embedded within the platform for visual learners

Offboarding

When you decide to move away from SynkVault, we are committed to supporting a smooth exit:

Data Export and Access

- You can export your data at any time without restriction
- Data is provided in standard, machine-readable formats compatible with common business applications
- Exports include all audit records, findings, reports, and associated documentation
- We can assist with data export at additional cost if required

Support During Transition

- Our team will assist with data export and answer technical questions during the offboarding process
- We will ensure all your historical data is preserved and accessible
- A transition period will be agreed to allow time for data migration

Service Levels and Availability

Uptime Commitment

The service guarantees 99.9% uptime on a monthly basis, measured across all production systems. Service credits are automatically applied when uptime falls below the committed threshold.

Uptime Service Level
Monthly Uptime Commitment: 99.9%

Uptime is calculated as: (Total Minutes in Month - Minutes of Downtime) / Total Minutes in Month × 100

Planned maintenance windows (notified 7 days in advance, conducted outside 09:00-17:00 GMT Monday-Friday) are excluded from uptime calculations.

Service Credit Schedule
Service credits are calculated as a percentage of the monthly subscription fee and applied automatically to the following month's invoice:

Monthly Uptime %	Shortfall	Service Credit
< 99.9% to ≥ 99.0%	0.1% - 0.9%	5% of monthly fee
< 99.0% to ≥ 98.0%	1.0% - 1.9%	10% of monthly fee
< 98.0% to ≥ 97.0%	2.0% - 2.9%	15% of monthly fee
< 97.0% to ≥ 95.0%	3.0% - 4.9%	25% of monthly fee
< 95.0%	5.0% or more	50% of monthly fee

Service Credit Claim Process
Service credits are processed as follows:

- Automatic application for documented outages tracked by our monitoring systems
- Customer-initiated claims must be submitted within 30 days of the affected month
- Credits are applied to the next month's invoice; no cash refunds are provided
- Maximum aggregate credits per month: 50% of monthly subscription fee

- **99.9% Uptime Guarantee**: The platform is available 99.9% of the time (equivalent to approximately 43 minutes of unplanned downtime per month)
- **Measured Monthly**: Uptime is calculated and reported on a monthly basis
- **Excludes Planned Maintenance**: Scheduled maintenance windows are excluded from uptime calculations

Planned Maintenance Windows

We perform essential system maintenance to keep your service secure and stable:

- **Scheduled Outside Working Hours**: All planned maintenance is scheduled during non-working hours (typically 18:00-06:00 UK time)
- **Advance Notice**: Customers will receive at least 72 hours' notice before scheduled maintenance

- **Minimal Impact**: Maintenance windows typically last no longer than 2 hours
- **Clear Communication**: We will notify you of maintenance schedules via email and through the platform

Support and Assistance

Support Channels

SynkVault provides multiple channels for customers to get help and support:

Chat Assistance

- Available during business hours to answer user queries
- Immediate response to common questions and technical issues
- Direct escalation to specialists when needed
- Available within the platform interface

Phone Support

- Dedicated phone support line available Monday to Friday, 09:00–17:00 UK time
- Direct access to support specialists for urgent issues
- Support for account, technical, and usage questions

Online Help Centre

- Comprehensive, searchable knowledge base available 24/7
- FAQs covering common questions and scenarios
- Video tutorials and step-by-step guides
- Regular updates with new content based on customer queries

Email Support

- Detailed support requests handled via email
- Guaranteed response within 24 business hours
- Suitable for non-urgent issues and documentation requests

Support Hours

Standard Support Hours
Standard Coverage: Monday to Friday, 09:00 - 17:00 GMT (excluding UK bank holidays)

Standard support includes:

- Technical support via ticketing system and email
- Non-critical incident response per SLA timescales
- Service status updates and planned maintenance notifications
- Documentation and knowledge base access

Critical Incident Support (24/7)

Emergency Coverage: 24 hours a day, 7 days a week, 365 days a year

Critical (P1) incidents receive immediate response outside standard hours through our emergency escalation process:

- Emergency hotline: +44 (0) 20 XXXX XXXX (to be provided upon contract signature)
- Email escalation: critical@cyberneticlabs.io (monitored 24/7)
- Automatic escalation to on-call engineering team within 1 hour
- Dedicated incident manager assigned for duration of critical incident

Premium Support Packages

Enhanced support packages are available as optional add-ons for organizations requiring extended coverage:

Support Tier	Coverage	Features
Standard	Mon-Fri 09:00-17:00 GMT	Email & ticketing support Standard SLA response times 24/7 P1 incident response
Extended	Mon-Fri 07:00-21:00 GMT	Phone support included P2 incidents: 2hr response Dedicated support engineer
Premium	24/7/365	Named account team All incidents: 24/7 response Quarterly service reviews Proactive monitoring alerts

Note: Premium support packages require a separate subscription. Pricing available in G-Cloud catalogue.

Service Constraints



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Maintenance Windows

- Planned maintenance is performed during non-working hours (typically 18:00-06:00 UK time)
- Customers will receive 72 hours' advance notice
- Maintenance windows typically last no longer than 2 hours

Customisation

SynkVault is provided as a standardised SaaS platform with:

- **Standard Configuration**: The platform is delivered with standard configurations and features
- **Limited Customisation**: We offer limited customisation options to maintain system stability and security
- **Configuration Options**: Many features can be configured to match your audit processes without custom development
- **Enhancement Requests**: We welcome feature requests and consider them for future platform development

Outage and Incident Management

Incident Response

In the event of an unplanned outage, we follow a rigorous incident management process:

Immediate Actions

- We monitor system health continuously and detect outages immediately
- Our technical team is alerted and begins investigation immediately
- We take all reasonable steps to restore service as quickly as possible

Customer Communication

- Customers are notified of outages via email and through a status page
- Regular progress updates are provided during the incident
- We communicate restoration timescales based on the severity and cause of the outage
- Final notification is sent when the incident is fully resolved

Post-Incident Reporting

- Within one week of resolution, we provide a detailed incident report
- Reports are delivered through the SynkVault platform and via email
- Reports include:
    - Incident timeline and duration
    - Root cause analysis
    - Steps taken to resolve the issue
    - Preventive measures implemented
    - Impact on customers and affected functions

Incident Severity Classification

Severity Level	Definition
Critical (P1)	Complete service outage affecting all users, or severe security breach compromising data integrity
High (P2)	Major functionality unavailable affecting multiple users, or significant performance degradation
Medium (P3)	Limited functionality issues affecting specific users or features, with workaround available
Low (P4)	Minor issues, cosmetic problems, or general inquiries with minimal business impact

Response and Resolution Time Commitments

Severity	Initial Response	Resolution Target	Update Frequency
Critical (P1)	1 hour (24/7)	4 hours	Every 2 hours
High (P2)	4 hours	24 hours	Every 8 hours
Medium (P3)	12 hours	5 business days	Every 2 business days
Low (P4)	24 hours	10 business days	At resolution

Important Notes

Response times measured from incident submission via ticketing system or emergency hotline
Resolution times represent target timescales; complex issues may require extended investigation
Critical (P1) incidents receive 24/7 response regardless of support hours (see Section 4.2)

Clock stops during customer response time or when awaiting third-party dependencies

Security and Data Protection

Data Encryption

All customer data is protected with industry-standard encryption:

- **Encryption at Rest**: All data stored in our systems is encrypted using AES-256 encryption
- **Encryption in Transit**: Data transmitted between your device and our platform is encrypted using TLS 1.3
- **Key Management**: Encryption keys are securely managed and rotated regularly
- **Compliance**: Our encryption standards comply with UK data protection regulations and international security standards

Data Location

- **UK Data Centres**: All SynkVault services and data are hosted within data centres physically located in the United Kingdom
- **No International Transfer**: Customer data does not leave the UK unless explicitly required by legal process
- **Residency Compliance**: Meets UK data residency requirements for sensitive audit information

Data Protection

- Comprehensive information security policies and procedures
- Regular security audits and penetration testing
- Staff access controls and confidentiality agreements
- Secure backup and recovery procedures
- Compliance with UK GDPR and Data Protection Act 2018

Data Retention and Post-Termination Access

Clear data retention policies ensure customers maintain control of their information throughout the service lifecycle and after contract termination.

Active Service Data Retention

- All customer data retained for duration of active subscription
- Historical compliance records maintained for 7 years (aligned with GDPR requirements)
- Audit trails and evidence records stored with complete version history
- Deleted items moved to recycle bin for 30 days before permanent deletion

Post-Termination Data Access

Export Window: 30 calendar days from contract termination date

During the 30-day export window, customers retain full access to:

- Complete data export via self-service download portal
- All compliance documentation and evidence packages
- Historical audit records and assessment results
- User activity logs and system-generated reports

Data Export Formats

Customer data is provided in industry-standard formats:

- Compliance documentation: PDF/A (archival format)
- Structured data: JSON, CSV, and XML
- Evidence files: Original uploaded formats preserved
- Complete export package: Encrypted ZIP archive

Backup and Disaster Recovery

Comprehensive backup procedures ensure data integrity and enable rapid recovery in the event of system failures or data loss incidents.

Backup Frequency and Retention

Backup Type	Frequency	Retention Period	Storage Location
Continuous Replication	Real-time	7 days	Secondary datacenter (live)
Incremental Backup	Daily at 02:00 GMT	30 days	Encrypted cloud storage
Full Backup	Weekly (Sunday 01:00 GMT)	90 days	Geographically distributed
Monthly Archive	First Sunday of month	12 months	Offline secure storage

Annual Archive	January 1st	7 years	Compliance archive (WORM)

Backup Specifications

- Encryption: AES-256 encryption at rest and in transit
- Compression: Automated deduplication to optimize storage
- Verification: Daily automated backup integrity checks
- Testing: Quarterly disaster recovery drills with documented results
- Geographic distribution: Primary (UK), Secondary (EU), Tertiary (Non-EU)

Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

Failure Scenario	RTO (Recovery Time)	RPO (Data Loss)
Single server failure	< 1 hour	< 5 minutes
Database corruption	< 4 hours	< 1 hour
Datacenter failure	< 8 hours	< 24 hours
Regional disaster	< 24 hours	< 48 hours
Complete system rebuild	< 72 hours	< 7 days

Customer-Initiated Restoration

Customers can request data restoration through the support portal:

- Point-in-time restore: Available for any backup within retention period
- Selective restore: Individual files/folders without full system restoration
- Response time: Restoration requests processed within 4 business hours
- No charge: Standard restoration included in subscription; expedit

Technical Requirements

System Requirements

SynkVault is a web-based service with minimal technical requirements:

Supported Browsers

- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Microsoft Edge (latest version)
- Apple Safari (latest version)

Internet Connectivity

- Broadband internet connection required (minimum 2 Mbps for standard use)
- Stable connection recommended for optimal performance
- Suitable for office, remote, and mobile working environments

Device Compatibility

- Works on desktop computers, laptops, tablets, and mobile devices
- Responsive design adapts to different screen sizes
- Touch-screen support for mobile devices

Accessibility

SynkVault is designed to be accessible to all users:

- **WCAG 2.2 Level AA Compliance**: Platform meets Web Content Accessibility Guidelines 2.2 Level AA standards
- **Keyboard Navigation**: Full functionality available using keyboard navigation alone
- **Screen Reader Support**: Compatible with popular screen reader software
- **Clear Visual Design**: High contrast text, readable fonts, and clear visual hierarchy
- **Colour Blind Support**: Information is not conveyed by colour alone
- **Adjustable Text Size**: Users can increase text size through browser settings

Hosting and Data Centre Locations

Hosting Environment

- **Cloud-Based Infrastructure**: SynkVault is hosted on secure, enterprise-grade cloud infrastructure
- **UK Data Centres Only**: All servers and storage are located within the United Kingdom
- **Shared Infrastructure**: Multi-tenant SaaS environment (your data is logically isolated but may share infrastructure with other customers)
- **Redundancy and Failover**: Infrastructure includes automatic failover and redundancy for high availability

Data Centre Details

- **Locations**: Primary and secondary data centres within the UK
- **Certifications**: ISO 27001 certified and SOC 2 compliant
- **Physical Security**: Advanced physical security measures including 24/7 monitoring, access controls, and CCTV
- **Environmental Controls**: Redundant cooling systems and power supplies

After-Sales Support

Ongoing Support Services

Beyond the initial onboarding, we provide comprehensive support throughout your subscription:

Standard Support (Included)

- Chat and phone support during business hours
- Email support available 24/7
- Access to help centre and training materials
- Regular product updates and improvements
- Security patches and maintenance

Premium Support Options (Additional Cost)

- Extended support hours (available upon request)
- Dedicated account manager
- Priority response times
- Quarterly business reviews
- Custom training and onboarding support
- In-house implementation and configuration support

Platform Updates

- **Regular Updates**: New features and improvements are released regularly
- **Notification**: Customers are informed of updates in advance
- **Backward Compatibility**: Updates maintain compatibility with existing data and workflows
- **Documentation**: Release notes provided for all updates



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Feature Requests and Product Feedback

- Customers can submit feature requests through the support portal
- Regular feedback sessions to understand customer needs
- Publicly available roadmap showing planned features
- Quarterly product updates incorporating customer feedback

Data Access Upon Exit

Data Ownership and Access

- **Your Data**: All audit data, documents, and reports belong to you
- **Unrestricted Access**: You can access and export your data at any time
- **Standard Formats**: Data is provided in standard, machine-readable formats (CSV, Excel, PDF, JSON)
- **No Restrictions**: No lock-in period; you can export data without penalty

Export Capabilities

- **Self-Service Export**: Export tools available within the platform for standard data exports
- **Assisted Export**: Our team can assist with complex data exports at additional cost
- **Full Data Portability**: All historical data, audit records, findings, reports, and supporting documentation can be exported
- **Data Deletion**: After contract termination, customer data can be securely deleted upon request

Data Deletion Policy

Timeframe After Termination	Action
Day 0	Service access disabled; read-only export access enabled
Day 1-30	30-day export window; customer retains data access for download
Day 30	Export window closes; customer notified of pending deletion
Day 31-37	7-day grace period; data marked for deletion but recoverable on request

Day 38+	Permanent deletion from all systems including backups

Legal Retention: Data subject to legal hold or regulatory investigation retained per statutory requirements regardless of subscription status.

Pricing and Service Plans

Service pricing and available plans are detailed in the service purchase information. Pricing is transparent with no hidden fees. The following may be subject to additional charges:

- In-house training and support services
- Extended support hours or dedicated account managers
- Custom configuration or implementation assistance
- Data export assistance

Accessibility Statement

SynkVault is committed to ensuring digital accessibility for all users. The platform has been designed and tested to meet Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards.

Accessibility Features

- Full keyboard navigation support
- Screen reader compatible interface
- High contrast visual design
- Adjustable text sizing
- Clear, simple language throughout
- Sufficient time for all interactive functions
- Alternative text for all images and graphics

Known Limitations

- Some PDF documents may not be fully accessible; we are working to remediate this
- Embedded third-party content may have limited accessibility



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Feedback
If you experience any accessibility issues or have suggestions for improvement, please contact our support team:

- **Email**: accessibility@cyberneticlabs.io
- **Phone**: +44 (0)2045772617 (Monday–Friday, 09:00–17:00 UK time)
- **Chat Support**: Available through the platform

We will respond to accessibility concerns within 5 business days and work with you to find solutions.

Compliance and Standards

Regulatory Compliance

SynkVault complies with relevant UK regulations and standards:

- **UK GDPR**: Full compliance with General Data Protection Regulation requirements
- **Data Protection Act 2018**: Compliant with UK data protection obligations
- **UK Cloud Security Principles**: Aligned with Cabinet Office cloud security requirements
- **ISO 27001**: Information security management certified
- **SOC 2 Type II**: Security controls independently assessed and certified

Industry Standards

- Follows best practices for SaaS security and data handling
- Regular independent security audits and penetration testing
- Compliant with industry standards for audit management systems

Contact Information

Sales and Onboarding

- **Email**: sales@cyberneticlabs.io
- **Phone**: +44 (0)2045772617 (Monday–Friday, 09:00–17:00 UK time)

Support and Technical Assistance

- **Support Portal**: Available through your SynkVault account dashboard
- **Chat Support**: Within the platform (Monday–Friday, 09:00–17:00 UK time)
- **Email**: suppor@cyberneticlabs.io
- **Phone**: +44 (0)2045772617 (Monday–Friday, 09:00–17:00 UK time)

Accessibility and Feedback

- **Email**: accessibility@cyberneticlabs.io
- **Accessibility Form**: Available through the platform's accessibility menu

Document Information

Document Version: 1.0

Last Updated: January 2026

Next Review Date: January 2027

This document is reviewed annually and updated to reflect any changes to our service offerings, commitments, or policies.

Accessibility Note

This document has been created to meet WCAG 2.2 Level AA accessibility standards. If you require this document in an alternative format (such as large print, audio, or Braille), please contact our support team and we will provide it promptly at no additional charge.