This document is, beside ourTerms and Conditions, part of the contact and includes SLA and data protection agreements between the customer and Compete automatisering (Vrijedagen.nl and Leavedays.com).

Compete automatisering Ltd is dealer of the product www.vrijedagen.nl and www.leavedays.com .
Formally, Compete software Ltd is the owner of the product www.vrijedagen.nl and www.leavedays.com Both Ltd's are subsidiaries of Compete Holding Ltd

Data protection:

We have included the following measures to prevent that data from "third parties" are used in a wrong way:

Staff:
- All our employees have signed a separate confidentiality agreement apart from their employment contract.
- We use 2FA (two factor authentification).

Explanation of procedures:

- Our software runs on our own hardware hosted in a datacenter in Rotterdam (http://www.i3d.nl/) This datacenter has an access control system at the front doors and to the specific areas.
- Our system engineers need to call in first before the access system grants their cards.
- Fire safety in the data center is provided by a reduced oxygen mixture in which people in the area can still breathe, but fire cannot occur.
- There are three different data connections from the data center, each from a corner of the building to another internet network node.
- Our servers are connected to a Cisco 5520 firewall.
- The databases are separated from the webservers, hacking is therefore very difficult.
- All our computer systems and our network components are redundant.
- Our programmers and system engineers use VPN connections only.

- All our employees have signed a separate confidentiality agreement apart from their employment contract.
- Our application (with 24x7, 4h support contract) on a VMWare ESX with a VEEAM backup procedure.
- Our website is separated by a loadbalancer over various webservers. These webservers connects to an i-SCSI harddisc array.
- The databases are MS-SQL. The individual databases are back upped off-site on a daily basis.
- Our application is developed in ASP.NET by our own software engineers together with nearshore engineers from Romania.
- Our application has a SSL connection.
- Compete and Vrijedagen.nl are in stage one of the ISO27001 procedure. (http://nl.wikipedia.org/wiki/ISO/IEC_27001
- Server and Application uptime warranty Vrijedagen server 99%.
- Compete automatisering b.v. or any of its subsidiaries will not use data from its customers for purposes other than just using the Leavedays application.
- The Customer is owner of the data and responsible for the correct data in the application.
- Our supportdesk is We are available by email 24/7: support@vrijedagen.nl

we are also accessible by phone from:

	Morning	Afternoon
	Morning	Afternoon
Monday	9:00-12:00 o'clock	13:00-17:00 o'clock
Tuesday	9:00-12:00 o'clock	Offline
Wednesday	9:00-12:00 o'clock	Offline
Thursday	9:00-12:00 o'clock	Offline
Friday	Offline	Offline

The phone-number is known by the administrator at your HR-department.

Implementation

- Vrijedagen.nl will help to implement the application and train the Administrator.
- When the Administrator needs help he or she can contact our Support desk.
- Employees or managers of the customer other than the Administrator do not have support from our Support desk.
- The Administrator is responsible for the data content.