Service Description
Mavim Online

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TABLE OF CONTENTS

1. GENERAL

1.1 SCOPE OF THE SERVICE DESCRIPTION

This document describes the services provided by Mavim International Inc. (Mavim) as an online service (Mavim Online). It concerns the Mavim software, Mavim frameworks and its partners as far as described in the price list and part of the contract agreed upon with Mavim. This also includes third party software that is necessary to be able to provide the service, storage of data and access to the service.

1.2 ANCILLARY DOCUMENTS AND SERVICE DESCRIPTION POSITION

The Mavim Online support terms and conditions are explained in the Mavim Service Level Agreement (SLA), which are included in the contract, or in the conversion of the existing on premise license to the Mavim Online license. The commercial conditions are explained in the Mavim general terms and conditions. The amendment policy of the SLA as well as the general terms and conditions are provided for in the documents themselves.

Any deviations from the services which are provided, or any stipulations varying from the SLA or the general terms and conditions have been incorporated in the signed contract of sale concluded between the customer and Mavim. The contract is therefore the guiding principle.

2. SET-UP

2.1 FUNCTIONALITY

Mavim Online allows access to the Mavim Manager and other Mavim products on the basis of an online service. For the exact functionality of the software reference is made to Mavim's most recent user's guide.

The usage rights of Mavim Online pertains to the following components:

- The most recent version of the Mavim software;
- Storage of the Mavim software;
- 2 times 10 gigabyte data storage for files for each Mavim Manager user according to the contract;
- 1 time 10 gigabytes database space in relation to the Mavim Portal
- The required Microsoft licenses for the Mavim software;
- Pre-configured connection with the Mavim Portal (if applicable) to be able to publish content;
- Backup and restore;
- Access to the Mavim software; • Access to the Mavim service desk:
- Access to the Mavim Connection Centre (MCC) where the customer/partner can federate Mavim online with their Active directory, Invite Mavim Manager users, perform license management and add databases if required.

2.2 ACCESS TO THE SERVICE

The customer will receive the logon information to be able to access the service. Both services are accessible via a modern web browser.

Mavim Manager

Access to the service can be gained by entering your username and password supplied by Mavim. Or SSO once federated.

Mavim Portal

Access to the service can be gained by entering your username and password supplied by Mavim. Or SSO once federated. For the identity management applications, we refer to chapter 3.3.

2.3 MAVIM MANAGER DATABASE

Mavim Online supports Azure SQL. The environment is provided as standard with one Azure SQL database that includes two Mavim databases (set of definitions).

2.3.1 Maximum Azure SQL database size

The standard Azure SQL database that is provided has a maximum size of 2 times 10 gigabytes. Usually, this is sufficient to accommodate the customer's needs. Additional storage is available on request for a fixed annual fee.

2.3.2 Creating an additional Mavim Manager database

As long as the size of the database does not exceed the standard maximum of 2 times 10 gigabytes, the Mavim service desk can provide support when creating additional Mavim Manager databases (set of definitions). Additional Mavim databases, or extension of current databases beyond the 10 gigabytes, are available on request and at an extra charge (through MCC).

2.4 MAVIM PORTAL DATABASES

The Mavim Portal database contains one or more publications from a Mavim Manager database. Portal databases should not exceed the standard maximum of 10 gigabytes. If the customer exceeds the standard maximum, they will be informed via the MCC and have the ability to acquire additional database space at an extra charge, in steps to 20, 50, 100 or 200 gigabytes per Database.

2.5 MAVIM ONLINE ENVIRONMENT

Mavim Online runs in the Microsoft Azure platform (SaaS). Our cloud services are managed by our partner, Intercept. The default Azure region is West Europe, but the Mavim Portal can be deployed in any region chosen by the customer. Currently we focus on the following regions: West Europe, North Europe, North Central US, South Central US and Canada Central. There are 54 Azure regions worldwide: https://azure.microsoft.com/en- us/global-infrastructure/regions/. In the following

locations: https://azure.microsoft.com/en-us/global- infrastructure/locations/.

The cloud environment is part of the contract. Our partner is ISO27001 certified and is also a Microsoft Expert MSP partner and Azure Management Elite partner.
See more about this in chapter 3. For more information see: https://www.intercept.nl/en
Any specific geographic data requirements can be added as an addendum. Please discuss with your account manager.

2.6 COST OF THE SERVICE

In order to make use of the Mavim Online environment, a monthly amount is charged as part of the contract, payable in advance on an annual basis. The amount includes access to the service, software updates and upgrades, hosting environment updates and upgrades and access to the service desk as explained in the SLA. Exceptional payment schedules are agreed in the contract.
PLATFORM DESCRIPTION
Below is a functional overview of the Mavim Online environment.
Cloud Architecture
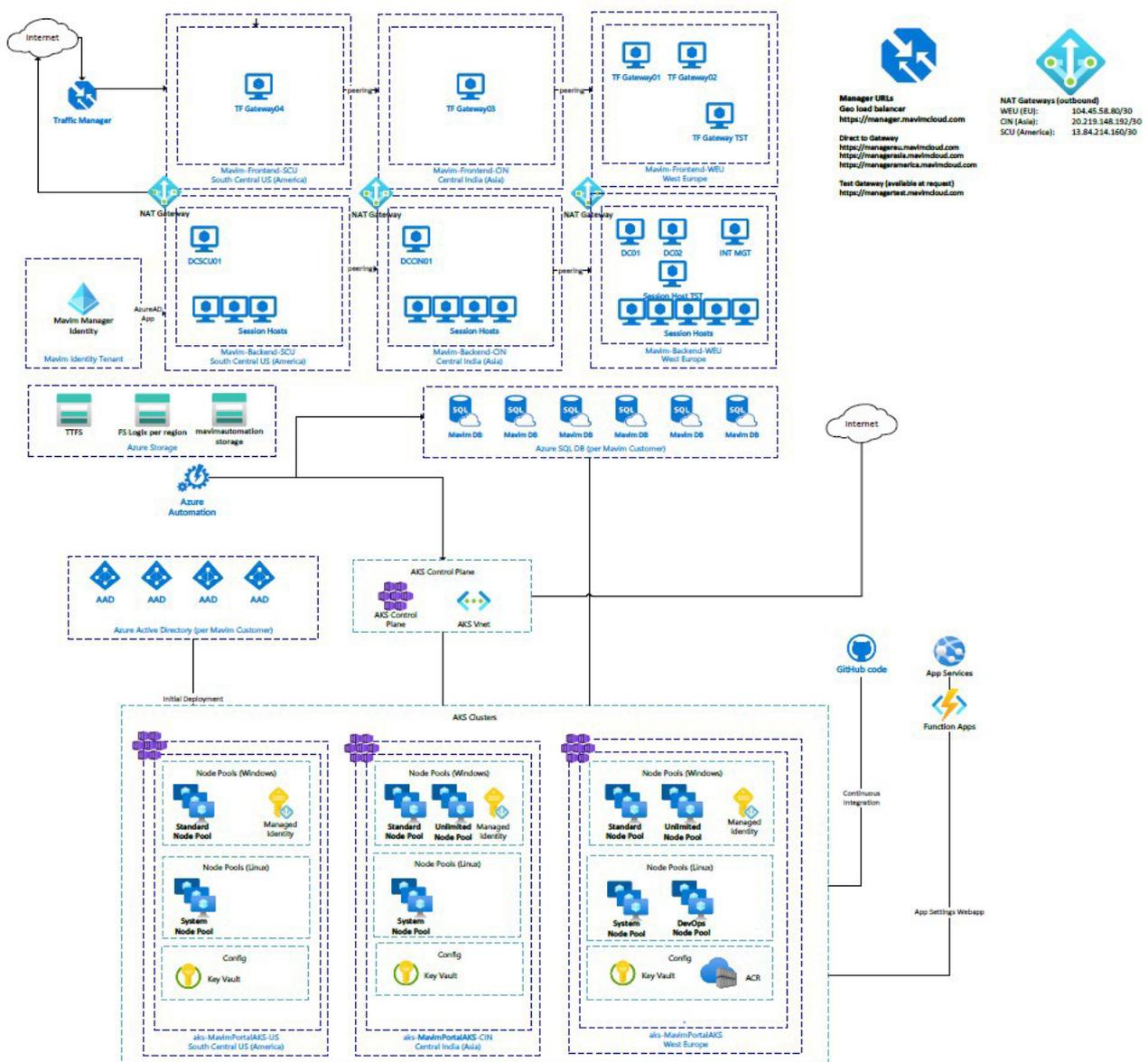
2.6.1 Back-up and restore

The IT environment as is made available by Mavim is secured by means of back-up procedures. On the basis of the implemented back-up procedure it is possible to recover data. See SLA for more details.

2.6.2 Information security

The security of your data is paramount. We have deployed a wide range of controls and measures to manage risk, monitor, assess and respond to emerging threats and mitigate vulnerabilities. Both Mavim and our cloud- hosting partner, Intercept are ISO 27001:2013 certified. Mavim has the full scope of the ISO 27001 standard in our statement of applicability. Our Information Security Management System (ISMS) utilizes best practices based on ISO 27001:2013. Both Mavim and/or Intercept's ISO 27001 certificates may requested at any time.

Some of the key measures we deploy include:
- Logically isolated customer-specific network regions ensuring separation of each customer's data;
- Data encryption in transit and at rest, using strong encryption methods;
- Secure encryption key management, including customers to use their own encryption keys if desired;
- Access control based on user role and authentication, with integration to identity and directory services available (e.g. Active Directory, SAML, etc.);
- Secure service operations based on least privilege principles with operational access protected by multi- factor authentication and encrypted VPNs;
- Active vulnerability management via infrastructure hardening, frequent software patch management and application code analysis with our software development life cycle (SDLC), using best practices such as the open web application security project (OWASP);
- Regular penetration tests on our infrastructure and applications (including customer penetration tests with prior arrangement;
- Secure activity monitoring and logging for audit trail purposes;
- Secure media disposal and no use of tapes or removable media in our SaaS service infrastructure;
- Data return and secure destruction at contract end.

Mavim maintains a comprehensive business continuity and disaster recovery plan in order to recover disasters that could affect customer data, ensuring fast response and service recovery.

Mavim as a company adheres to Dutch & EU law. Visit our trust center for more information (https://trustcenter.mavim.com/)

2.6.3 Cloud hosting partner

Mavim chose to work closely with Intercept (Dutch Microsoft partner of the year 2020) to ensure our customers receive the best possible cloud services. Intercept are based in The Netherlands. They are ISO 27001 certified and they are one of only a few companies worldwide to meet Microsoft's new Azure Expert Managed Service Provider (MSP) program. The program was created by Microsoft to reward organizations who are able to deliver business solutions on Azure on a large scale and in complex situations. Part of being an MSP partner means Intercept receives addition support from Microsoft, enabling our customers. As an MSP partner, Intercept are audited by Microsoft annually on an additional 150 approx. more controls than ISO 27001. For more information see: https://www.intercept.nl/en

2.7 SYSTEM REQUIREMENTS

To be able to use the standard Mavim Online environment, the following minimum system requirements apply:

- Latest version of any modern internet browser
    - Microsoft Edge (and Chromium)(Latest publication released version)
    - Mozilla Firefox (Latest publically released version)

    - Google Chrome (Latest publically released version)
    - Apple Safari (Latest publically released version)
    - Access to Web server
    - JavaScript access
- Modern broadband internet connection

There is a possibility that changes must be made with respect to the security settings. For example if no cookies are accepted.

2.8 IDENTITY MANAGEMENT

2.8.1 Mavim Connect Center

The Mavim Connect Center is a self-service landing page where Mavim Online customers can federate their Mavim Portal and Manager themselves. They can find more information about the different options how to federate the Mavim Portal and which suits their own identity solutions best. After federation the customer has full and exclusive control of identity/access management.

In addition customers can perform Mavim Manager user and license management as well as order additional databases.

2.8.2 Federation

Access to the service can be gained by entering your username and password. Mavim supports Windows AD (active directory) and we can setup synchronization to Azure if needed. Mavim also supports customers that are already using Azure AD (e.g. customers already using Office 365), as well as OKTA (oAuth2) and ADFS (SAML). By using the Mavim Connect Centre, your project team can start working and publishing within minutes. In just a few clicks, you can federate your AD.

There may be some customer specific settings in the identity management platform, in this case, Mavim will need to assess. For any specific questions regarding set up, discuss these with your account manager or the Mavim service desk.

After federation, the customer is responsible for identity management.

In case Mavim needs access to the environment for support purposes, Mavim will request access. If the customer is using a federated portal, Mavim will need to be invited as a guest user by the portal admin on the customer's side.

3. SERVICE & SUPPORT

Support terms and conditions are represented in the SLA which forms an integral part of this Service Description.

3.1 MAVIM SUPPORT

Mavim has a dedicated service desk. Customers can contact the service desk by opening a case, email and phone.
Emails are converted to cases in the Mavim service desk and the customer can follow the progress via our Mavim Selfservice Portal. Mavim service desk can also be reached by telephone 24 hours per day on weekdays (excluding public holidays).

Email : servicedesk@mavim.com

Mavim Selfservice Portal: https://my.mavim.com/
Telephone : +31882521580

3.2 CHANGES TO THE SERVICE DESCRIPTION

With respect to the amendments to Mavim Online, a distinction is made between changes in the Mavim software and changes in the host environment.

3.2.1 Changes in the software: updates & upgrades

Mavim aims to create a new version of the Mavim software available every six weeks. The customer will be informed and given a list of the updates and new functionalities.

Necessary patches and updates to improve the functionality of the software are directly installed by Mavim within the service periods reserved for that purpose. The service windows are described in the SLA. Mavim does not need to communicate this with the customer.

If there is an urgent bug fix needed to solve major incidents or failures, Mavim will aim to complete them during the agreed service periods, outside of CET office hours or weekends. However if this issue is causing the service to be down or there is a major security risk, this will be handled immediately.

As a part of the services, Mavim may implement improvements and changes to Mavim Online in order to prevent threatening Incidents (updates);

Mavim has a duty of care for the controlled delivery of updates to Mavim Online. Depending on the effect of an update, Mavim may choose to deliver updates in a controlled manner and in multiple stages before this can be used by the users in the production environment. Depending on the effect of an update, Mavim may choose to create a development, testing and or acceptance environment.

3.2.2 Changes in the host environment

Changes in the host environment will be implemented within the designated service periods as described in the SLA. Mavim will inform the customer no later than one week before the work will be carried out. Customer will be duly informed.

3.2.3 Communication

Communication of changes to the service will be passed on to the technical contact appointed by the customer contact and who has been incorporated as such in the Mavim support database. Changes of contact person must be communicated with the Mavim service desk by the customer.

Email: servicedesk@mavim.com
Mavim Selfservice Portal: https://my.mavim.com/
Telephone: +31882521580

3.3 CHANGES TO THE SERVICE

Changes in numbers, new propositions, frameworks, partner applications, users, type of users, necessary data storage or other changes must be set out in writing as an addendum to the

contract. As soon as the change has been approved by both parties, the Mavim Online environment will be adapted to the new situation.

3.4 EXTENSION OF THE SERVICE

The agreement is entered into for a period as agreed upon in the contract. The agreement will be automatically extended by a year unless written notice to terminate is given or unless otherwise agreed. Notice of termination must be given as is set out in the general terms and conditions of Mavim.

3.5 TRAINING AND CONSULTANCY

Mavim provide online training as well as functional consulting. The training and consultancy terms and conditions are applicable for these services. For more information, please contact your account manager.

3.6 STANDARD FRAMEWORKS AND APPLICATIONS

In order to get the Mavim Online environment set up quickly, a number of standard frameworks are available. This pertains partly to configured Mavim Online agencies of the database. The standard frameworks are available from Mavim or certified Mavim partners. Frameworks from non-certified partners are not supported by Mavim and therefore these do not fall within the scope of this Service Description.

3.6.1 Standard frameworks of Mavim

Mavim warrants that frameworks developed by Mavim, purchased from Mavim and which are mentioned in the contract, will continue to function when new updates and upgrades of the software are installed, without losing the content, in so far as there are no changes made to the standard framework.

3.6.2 Standard frameworks of certified partners

Mavim warrants that frameworks and applications that have been developed by certified partners, purchased from Mavim and are mentioned in the contract, will continue to function when new updates and upgrades are installed, without losing the content, in so far as there are

no changes made to the standard framework.

Standard frameworks not mentioned in the contract will be included on a best effort support basis when updates and upgrades are installed. In the same way in which customer's own configurations are handled. In practice, this means that no problems are foreseen other than links with third party applications or that otherwise changes have been made to the standard operating procedures of Mavim.

4. IMPROVE INTEGRATION WITH MICROSOFT OFFICE ONLINE

<u>Only applicable for Mavim iMprove services.</u>

Optional Use:
If the customer wishes to edit MS Word documents through MS Word Online, or, rendering MS Visio diagrams view only through Visio Online, Mavim provides a service that connects to Microsoft Online via the WOPI (Web Application Open Platform Interface) protocol.
Customers may disable it at any time in the iMprove administration settings. If disabled, all other functionality of the Mavim iMprove Service remains unaffected.

Applicable Microsoft Terms:
Any processing of Customer Content within Office Online is governed solely by:
• 	the Microsoft Privacy Statement, and
• 	the WOPI FAQ,
available 	at 	https://learn.microsoft.com/en-us/microsoft-365/cloud-storage-partner-program/online/security
and https://learn.microsoft.com/en-us/microsoft-365/cloud-storage-partner-program.

5. TERMINATION

Mavim has a fully automated termination process in order to prevent human error. On agreed termination date customer will be granted access to a BACPAC file (.bac) containing customer generated data and the environment will be taken offline and stored in a secure, encrypted location. By contacting your account manager the environment can be easily restored for 30 days after termination date, free of charge. 60 days after termination date the environment will be deleted but the data will be stored securely. At this stage restoration could be impacted by changes in customer environment or updates by Mavim. In which case Mavim will define a restoration project on case by case basis together with the customer. 180 days after termination date, all data will be erased according to NIST standards. Customer support will stop upon agreed termination date.

6.   CONTACT INFORMATION

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