Ocealis Ltd
Company no. 11788017 · www.ocealis.net

Version 1.1
29 October 2026

Service Level Agreement

Operational service levels for the Ocealis platform

> **Document structure.** This SLA is one of three documents: the **Terms of Service** govern the commercial relationship, warranties, and liability; this **SLA** sets out operational service-level commitments; and the **Data Processing Agreement (DPA)** governs the processing of personal data. Where a topic belongs to another document, this SLA cross-refers rather than restating it, so the three cannot drift out of step.

1. Overview

1.1 This Service Level Agreement ("SLA") forms part of, and is governed by, the Ocealis Terms of Service (the "Terms") between **Ocealis Ltd** (company number **11788017**), trading as Ocealis ("we", "us", "our"), and the customer ("you", "your").

1.2 This SLA covers the operational service levels for the Ocealis platform — **Console**, **Bridge**, **Datum**, and **Pilot** — namely availability, maintenance, support, incident handling, and data durability and integrity.

1.3 Capitalised terms used in this SLA have the meanings given in clause 2 (Definitions) or, where not defined there, in the Terms or the DPA.

1.4 **Remedies and liability.** This SLA creates no separate financial remedy, service credit, or right to compensation. All remedies and our total liability — for any availability, support, or data-related failure — are governed exclusively by, and capped under, the limitation-of-liability provisions of the **Terms**.

1.5 **Order of precedence.** A separately signed Enterprise SLA Addendum or master services agreement prevails over all of these documents; the DPA prevails on personal-data matters; the Terms prevail in all other cases of conflict; this SLA governs the operational service levels within its scope.

2. Definitions

2.1 **"Service"** means the Ocealis platform comprising **Console**, **Bridge**, **Datum**, and **Pilot**, as described in clause 1.2.

2.2 **"Customer Data"** has the meaning given in the Terms.

2.3 **"Support hours"** has the meaning given in clause 6.1.

2.4 **"Export Period"** has the meaning given in clause 10.2.

2.5 Any capitalised term not defined in this SLA has the meaning given in the Terms or the DPA.

3. Service availability

3.1 **Best-efforts availability.** We aim to make the Service available continuously and will use commercially reasonable efforts to maximise availability. We do **not** offer a contractual uptime percentage and do **not** offer service credits under this SLA.

3.2 **No guarantee.** We do not warrant that the Service will be uninterrupted, error-free, or available at any particular time.

3.3 **Hosting.** The Service is hosted in the United Kingdom: application hosting via Vercel (region lhr1) and data services via Supabase (region eu-west-2). Availability depends in part on these and other sub-processors, whose performance

is outside our direct control. *Data residency, sub-processors, and any processing transfers (including by Pilot) are governed by the **DPA**.*

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4. Maintenance

4.1 **Planned maintenance.** Where planned maintenance is likely to cause material disruption, we will give at least **5 business days'** advance notice and schedule it outside UK business hours where practicable.

4.2 **Emergency maintenance.** We may perform emergency maintenance without notice where necessary to protect the security, integrity, or stability of the Service or its data, and will notify affected customers as soon as reasonably practicable.

4.3 **Continuity during maintenance.** Bridge is designed to operate offline and to synchronise when connectivity is restored, so shore-side maintenance should not prevent crew from continuing to capture data, though synchronisation may be delayed.

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5. Pilot (AI)

5.1 Pilot's availability and support are covered by clauses 3 and 6. **Limitations on reliance on AI-generated output** — that outputs may be incomplete or incorrect and must be verified against source records before being relied on for any compliance, safety, or regulatory purpose — are set out in the **Terms**. **Data processing by, and any transfer of data to, the AI provider** are governed by the **DPA**.

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6. Support

6.1 **Support hours.** Standard support is provided **Monday to Friday, 09:00–17:00 (UK time, GMT/BST)**, excluding England and Wales public holidays.

6.2 **Support channel.** Requests should be submitted to **support@ocealis.net**, and may also be raised via in-app reporting where available.

6.3 **Scope.** Support covers questions, configuration assistance, fault diagnosis, and incident response. It does not include bespoke development, data entry on your behalf, or advice on regulatory compliance.

6.4 **Out-of-hours.** Requests received outside support hours are logged and addressed the next business day. Standard support does not include 24/7 or weekend cover, except for the continuous data-integrity monitoring in clause 8.5. Enterprise customers needing weekend or out-of-hours response for other critical incidents should use the Enterprise SLA Addendum (clause 11).

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7. Incident severity and target response times

7.1 The targets below are **target initial response times during support hours. They are not guaranteed resolution times, and create no remedy beyond clause 1.4.**

Severity	Description	Target initial response (support hours)
P1 — Critical	Service wholly unavailable, or a fault causing or about to cause loss or corruption of Customer Data, with no workaround.	Within **4 working hours**
P2 — High	A major feature unavailable or substantially impaired with no reasonable workaround.	Within **1 working day**
P3 — Medium	A feature impaired or behaving incorrectly, but a workaround exists or impact is limited.	Within **2 working days**
P4 — Low	Minor issue, cosmetic fault, question, or feature request.	Within **3 working days**

7.2 **Data-integrity incidents** also fall under the continuous monitoring and out-of-hours response in clause 8.5, regardless of support hours.

7.3 **Classification and escalation.** We assign initial severity in good faith and may re-classify, explaining any change. If you disagree, you may ask us to review via **support@ocealis.net**; we will respond within one business day.

7.4 **Cooperation.** Targets assume you provide reasonable detail and respond promptly to requests for information.

7.5 **Exclusions.** Targets do not apply to incidents caused by factors outside our reasonable control, including your own infrastructure or devices, third-party networks, your misconfiguration, or force majeure.

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8. Data durability and integrity

8.1 **Append-only by design.** The platform is designed around an append-only, event-sourced model: records are stored as events and corrections are made by appending further events rather than destructively overwriting history, preserving a complete, attributable audit trail. This describes the design and intended operation; it is not a warranty that no data will ever be affected by fault, migration, or error.

8.2 **No unintended destructive deletion during the term.** During your subscription we will not intentionally and permanently delete your Customer Data except on your instruction, to give effect to a valid erasure request handled under the **DPA**, or as required by law.

8.3 **Backups and recovery.** Customer Data is backed up on a regular automated basis. Target RPO is **≤ 24 hours** and target RTO following a major data-loss event is **≤ 24 hours**. We test our restore process **at least annually**.

8.4 **Integrity over availability.** Where we must choose between availability and protecting the integrity of your records, we prioritise integrity.

8.5 **Continuous integrity monitoring.** Notwithstanding the support hours in clause 6, we operate automated monitoring and alerting for events indicating actual or imminent loss or corruption of Customer Data, and will act to protect data integrity as soon as reasonably practicable — including outside support hours.

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9. Data currency and offline synchronisation

9.1 **Eventual consistency by design.** Bridge captures data offline and synchronises when connectivity allows. Shore-side views in Console and answers from Pilot reflect the **last successful synchronisation** from each device and may not represent the real-time state aboard a vessel. Where available, sync status is surfaced in Console to help you judge currency.

9.2 You are responsible for ensuring crew devices synchronise periodically. *Allocation of liability for decisions taken on un-synchronised data is dealt with in the **Terms**.*

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10. Data export and continuity

10.1 **Export during the term.** You may export your Customer Data at any time during your subscription in a structured, machine-readable format.

10.2 **Export on termination.** Following termination or expiry, you may request an export for a period of **30 days** (the "Export Period") — important for satisfying an MCA inspection after you stop using Ocealis. *Return and deletion of personal data on termination are governed by the **DPA**; the consequences of termination generally are in the **Terms**.*

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11. Enterprise SLA Addendum

11.1 Where you require a contractual uptime commitment, defined service credits, weekend or out-of-hours critical-incident response, or other terms beyond this SLA, these are agreed in a separate written Enterprise SLA Addendum or master services agreement, which prevails over this SLA to the extent of any conflict.

11.2 In the absence of a signed addendum, this SLA applies in full.

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12. Customer responsibilities

12.1 To enable us to meet these service levels, you are responsible for: keeping account credentials secure and managing user access (including SSO configuration); ensuring crew devices running Bridge meet reasonable minimum requirements and synchronise periodically; reporting incidents promptly with sufficient detail; entering accurate data and reviewing records for which you are the regulatory record-holder; and maintaining your own connectivity and infrastructure.

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13. Changes to this SLA

13.1 We may update this SLA from time to time. For material changes we will give reasonable notice before they take effect. Continued use after the effective date constitutes acceptance.

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14. Contact

Ocealis Ltd (company number 11788017), trading as Ocealis
10 Launceston Close, St. Mary's, Isles Of Scilly, England, TR21 0NJ

Support: **support@ocealis.net**