Service Level Agreement

1. DEFINITIONS

1.1. "Agreement" refers to this Service Level Agreement (SLA), including all schedules, appendices, annexes, and any subsequent amendments.

1.2. "Party" refers to either the Service Provider or the Customer. "Parties" refers to both collectively.

1.3. "Service Provider" refers to _____.

1.4. "Customer" refers to _____.

1.5. "Services" refers to those described in Section 2.1.

1.6. "Data" refers to all information and content provided by the Customer for the purpose of this Agreement.

2. SERVICES

2.1. The Service Provider agrees to provide the Customer with the following services: _____.

3. SERVICE LEVELS

3.1. The Service Provider will ensure that the Services are provided to the Customer on a continuous and fault-free basis, as detailed in the Service Level Schedule attached to this Agreement.

4. DATA PROTECTION

4.1. The Service Provider shall comply with all relevant data protection laws and regulations, including but not limited to data storage, transfer, and processing of the Customer's Data.

4.2. The Service Provider shall ensure that appropriate security measures are in place to protect the Data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

5. LIABILITY

5.1. The Service Provider's total liability for any claim arising out of or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total amount paid by the Customer to the Service Provider under this Agreement during the 12 months immediately preceding the event giving rise to the claim.

5.2. Neither Party shall be liable to the other for any indirect or consequential loss or damage.

6. TERMINATION

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J Ma

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