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# Service Level Agreement (SLA)

March 2025

<https://www.payrollmauritius.com>

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## 1. Overview

This Service Level Agreement (SLA) outlines the hosting conditions, security measures, support escalation processes, data retention policies, and disaster recovery protocols for PayrollMauritius.com. It ensures transparency regarding service availability, response times, and client responsibilities while establishing a clear framework for service expectations. This document is intended for all users and stakeholders of PayrollMauritius.com, providing a comprehensive guide to service commitments and operational procedures.

## 2. Hosting Conditions and Security

### Hosting Infrastructure

PayrollMauritius.com operates on dedicated servers hosted by **Google Cloud Platform (GCP) in Belgium**, ensuring high availability, scalability, and compliance with global security standards. The hosting conditions and SLAs are governed by Google's cloud service agreements:



Compute Engine SLA: <https://cloud.google.com/compute/sla>



Cloud SQL SLA: <https://cloud.google.com/sql/sla>



Cloud Storage SLA: <https://cloud.google.com/storage/sla>



Cloud CDN SLA: <https://cloud.google.com/cdn/sla>



Cloud DNS SLA: <https://cloud.google.com/dns/sla>



Cloud Vision SLA: <https://cloud.google.com/vision/sla>



Security Compliance: <https://cloud.google.com/security/>

## Scheduled Maintenance Window

To ensure optimal performance and security, a **maintenance window** is scheduled daily from **2:00 AM to 4:00 AM (Mauritius Time, MUT)**. During this period, the software may be temporarily unavailable for updates and system optimizations. Any emergency maintenance outside this window will be communicated in advance to clients.

## Data Security & Compliance

- Google Cloud maintains industry-leading security certifications, including **ISO 27001, SOC 1/2/3, and GDPR compliance**.
- Data transmission is secured with **end-to-end encryption (TLS 1.2/1.3)**, protecting information in transit.
- Two-factor authentication (**2FA**) is enforced for system administrators to enhance security.
- Regular security audits are conducted to ensure compliance with best practices.

## 3. Support & Escalation Procedures

### Standard Support

PayrollMauritius.com provides comprehensive support via multiple channels:

- **Primary support email:** info@payrollmauritius.com (for general support and inquiries)
- **Priority support email:** support@payrollmauritius.com (for urgent issues)
- **Response Time:** Within **48 business hours** (average response time: **8 hours**)
- **Ticketing System:** Freshdesk is used for tracking and managing support requests.

## Support Tiers & Response Times

### Standard Support

General inquiries, minor issues	Within <b>48 business hours</b>	Email: info@payrollmauritius.com	Monday - Friday (9 AM - 5 PM)
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### Priority Support

Software malfunction, access issues	Within <b>8 business hours</b>	Email: support@payrollmauritius.com	Monday - Friday (9 AM - 5 PM)
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### Emergency Support

System downtime, critical failures	Immediate (via phone)	<b>(+230) 5 819 1648</b> <b>(+230) 5 768 7585</b>	Critical issues only
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## Emergency Escalation

For critical issues requiring immediate attention, the following contacts are available:

1. **Mr. Sradanund (Nitish) Jeebun** – Tel: (+230) 5 819 1648 - dpo@payrollmauritius.com
2. **Mr. Daniel Dietrich** - contact@payrollmauritius.com

## 4. Data Retention Policy

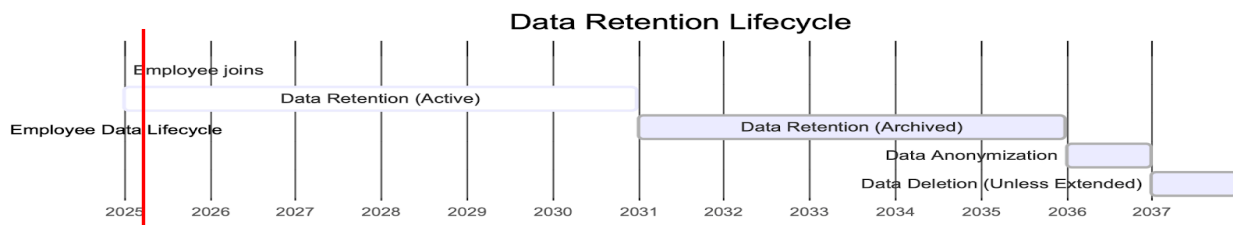
### Backup & Storage Policies

Data retention follows a multi-tiered backup strategy:

1. **Daily backups** are maintained by **Google Cloud** for a rolling **7-day period**.
2. **Local backups** are stored for **2 years** on **two separate NAS RAID-5 storage systems** in undisclosed locations within Mauritius.
3. **Monthly archives** are securely stored on **Microsoft Azure** for DRBC purposes.
4. **Secure deletion policies** ensure that expired data is permanently erased.

## Retention & Anonymization Process

- Employee data is retained for **5+1 years** after an employee leaves the company.
- If the Client choose to discontinue our services, if required, all data will be permanently deleted from our systems
- After **6 years + 1 day**, the data is **automatically anonymized**, ensuring compliance with privacy laws.
- After **10 years**, the data is **permanently deleted** from the system, unless the company chooses otherwise.
- System administrators have the ability to delete data on demand in compliance with regulatory requirements.



## 5. Disaster Recovery & Business Continuity (DRBC)

### Backup & Failover System

To mitigate risks related to service disruptions or disasters, PayrollMauritius.com maintains a **failover system** hosted on **Microsoft Azure in the United Kingdom**.

- **Rescue URL:** In the event of a service outage, users will be redirected to a **confidential failover URL** that hosts an up-to-date version of the system with data synchronized up to the last calendar month.
- **Activation Process:** Failover activation is subject to written approval from Payroll Mauritius.
- **Recovery Point Objective (RPO):** Data can be restored up to **D-1 (previous calendar day)**.

- **Recovery Time Objective (RTO):** Full restoration will be completed **within 4 hours** upon written request.

## 6. Conclusion

This SLA ensures that PayrollMauritius.com provides a secure, reliable, and well-supported payroll management service. Clients are encouraged to familiarize themselves with these policies to maximize the effectiveness of their service experience. Regular reviews and updates to this SLA will be performed to align with evolving business and security requirements.