

Service Level Agreement

Productive guarantees an uptime service level of at least **99,9%** (applicable for users on the *Enterprise plan*). Most modifications to the production environment do not require system downtime. If it turns out that downtime is necessary, we will try to schedule it on weekends and give you at least 24 hours' notice.

If you would like to find out more about the robust **security precautions** we take, feel free to drop us an email at **contact@productive.io**.

Downtime and Tracking

Uptime and Downtime Alerts

Uptime Guarantee

Our Security Standards in a Nutshell

Downtime and Tracking

Downtime is the total number of minutes Productive was unavailable during a fiscal quarter (for example, January 1st through March 30th, and so on). Dedicated server monitoring software tracks error rates which are displayed [here](#).

The chart below features monitored components and their total downtime for the past year. Productive’s server monitoring software tracked the total of 1 minute and 1 second (1m 1s) of downtime in 2020.

Component	Uptime	Outages	Downtime
API requests	100%	0	0s
Document exporting (PDF, CSV, XLS)	100%	0	0s
Mailing	100%	1	1m 1s
PDF viewer	100%	0	0s
Public web	100%	0	0s
Realtime notifications	100%	0	0s
User interface (APP)	100%	0	0s

Uptime and Downtime Alerts

Uptime refers to the total possible minutes Productive was available to use during a fiscal quarter. The simple formula below calculates the Uptime percentage:

$$\text{Uptime in \%} = [(\text{total minutes in a quarter} - \text{Downtime}) / \text{total minutes in a quarter}]$$

We can install most of our improvements during Uptime. If a major update requires Downtime, it will most likely occur during weekends. Our users will be alerted of the upcoming scheduled downtime at least 24 hours in advance.

Uptime Guarantee

In the unlikely event of system downtime exceeding the maximum 0,1% of time, Productive will allocate 10 times the amount that the workspace paid during the period Productive was down (applicable only for users enrolled into the *Enterprise plan*).

This credit cannot be exchanged for cash and is not considered as a refund. Credits are capped at a maximum of 30 days of paid service and require you to have paid any outstanding invoices (Credits expire upon termination of your customer contract with Productive).

Uptime guarantee does not include the following:

- beta or “in development” features,
- issues related to external or third party apps,
- occasional slower performance,
- scheduled downtime needed for maintenance,
- any external issues outside of our control.

Our Security Standards in a Nutshell

Data security is, without a doubt, a top priority for us at Productive. We don't share, copy, or access data without your permission. That's why we would like to share a quick overview of our Security Standards:

Data Access

Only a small subset of members of the Productive team has direct access to the live database. This access is granted on a need-to-know basis and is tightly controlled.

Data Export

If you decide to leave us, you get a full copy of your database and we will delete the data upon your request. Want to access your data via API? Visit <https://developer.productive.io/> for more information on how our API works.

Backups

We maintain backups of every:

- 3 hours for a 7-day period
- 24 hours for a period between 7 and 30 days
- Every 6 months: long-term backups in cold storage

We have a standby replica of the database in case something physically happens to the original one. Everything is backed up in real time so that your data is safe.

Monitoring

Our system is closely monitored 24/7. If anything happens, we know about it immediately and can react. There are real time reports in place that ensure we're ready to fix the problem.

Credit Card Safety

We use **Stripe** as our credit card processor. Card information storage, transmission, and processing are completely PCI-Compliant. Every transaction is processed with the same high-level secure encryption just as in a bank. We don't store your credit info nor do your credit card numbers pass through our servers at any time.

Data Hosting

We use Amazon AWS as our hosting provider. Our servers are part of the Amazon AWS infrastructure and hosted in the EU. The actual location of these data centers is known only to Amazon employees who have a legitimate business need to have such information. Amazon provides a highly secure architecture and restricts unauthorized access.