



EA directory

Leverage Technology to Increase Productivity

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Service Policies

Effective Date: 2025

Last Updated: June 2025



Service Policies	1
1. CHATBOT SERVICES POLICY	3
1.1 Content Updates	4
1.1.1 Update Process	4
1.1.2 Emergency Updates	4
1.2 Chatbot Performance	4
1.2.1 Performance Standards	5
1.2.2 Performance Monitoring	5
1.2.3 Performance Reports	5
1.3 Data and Analytics	5
1.3.1 Data Collection	5
1.3.2 Data Retention	6
1.4 AI Model Usage	6
1.4.1 Technology Stack	6
1.4.2 Service Tiers	6
2. WORKFLOW AUTOMATION POLICY	6
2.1 Implementation Process	6
2.1.1 Standard Implementation Timeline	6
2.1.2 Client Prerequisites	7
2.2 Change Management	7
2.2.1 Change Request Process	7
2.2.2 Change Classifications	7
2.3 Supported Integrations	8
2.3.1 Standard Integrations [Not Limited to:]	8
2.3.2 Custom Integrations	8
2.4 Automation Monitoring	8
2.4.1 Standard Monitoring	8
2.4.2 Service Level Agreement	9
2.4.3 Alert Configuration	9
3. SUPPORT SERVICES POLICY	9
3.1 Support Channels	9
3.2 Support Hours	10
3.3 Issue Prioritization	10
3.4 Maintenance Windows	11
4. DATA SECURITY & PRIVACY POLICY	11
4.1 Security Measures	11
4.1.1 Technical Controls	11
4.1.2 Operational Controls	12
4.2 Data Protection	12
4.2.1 Compliance	12
4.2.2 Client Data Handling	12

4.3 Incident Management	12
4.3.1 Breach Notification	12
4.3.2 Incident Response	13
4.4 Compliance Standards	13
5. BILLING & PAYMENT POLICY	13
5.1 Payment Terms	13
5.1.1 Standard Terms	13
5.1.2 Payment Methods	14
5.2 Late Payment	14
5.2.1 Service Suspension	14
5.2.2 Dispute Resolution	14
5.3 Refund Policy	14
6. TERMINATION POLICY	15
6.1 Termination Notice	15
6.1.1 Client Termination	15
6.1.2 EA directory Termination	16
6.2 Data Handling Upon Termination	16
6.2.1 Data Export	16
6.2.2 Data Deletion	16
6.3 Post-Termination Support	16
7. ACCEPTABLE USE POLICY	16
7.1 Prohibited Uses	16
7.2 Enforcement	17
8. INTELLECTUAL PROPERTY POLICY	17
8.1 Ownership	17
8.1.1 Client Property	17
8.1.2 EA directory Property	18
8.2 License Grants	18
8.3 API Rate Limiting	18
9. LIMITATION OF LIABILITY	18
9.1 Service Limitations	18
9.2 Liability Cap	19
9.3 Business Continuity	19
10. POLICY UPDATES	19
10.1 Notification Process	19
10.2 Acceptance	20
Contact Information	20

1. CHATBOT SERVICES POLICY

1.1 Content Updates

1.1.1 Update Process

Submission Requirements:

- Client submits update requests via email to support@eirectory.com
- Include specific content to be replaced along with replacement content
- Clearly state which document in the knowledge base contains the content to be updated
- EA directory will provide clients with copies of all knowledge base documents for reference

Processing Timeline:

- EA directory will acknowledge receipt by the end of the business day when requested
- Updates will be processed and implemented by the end of the business day on which they were requested
- Client notification upon completion for testing and approval

Content Format:

- All updates will be in simple text format only
- No images, videos, or complex formatting will be processed

1.1.2 Emergency Updates

Critical updates requiring immediate attention:

- Must be clearly marked as "URGENT" in email subject
- Will be assessed for criticality by EA directory
- Target implementation within 1-2 hours during business hours
- No additional fees for emergency updates

1.2 Chatbot Performance

1.2.1 Performance Standards

Metric	Target
Response Time	Quick response in seconds for 95% of queries
Availability	99.5% monthly uptime
Accuracy Rate	> 85% for trained queries

1.2.2 Performance Monitoring

EA directory monitors:

- Uptime and availability
- Response times
- Query volume and patterns

1.2.3 Performance Reports

- **All Clients:** Weekly automated usage reports
- **Custom Reports:** Available upon request

1.3 Data and Analytics

1.3.1 Data Collection

Standard analytics include:

- Query volumes and types
- Response patterns
- User engagement metrics

Privacy Note: No personally identifiable information is collected unless explicitly required and approved by the Client.

1.3.2 Data Retention

In compliance with global standards and regulatory requirements:

- **Conversation Logs:** 12 months
- **Analytics Data:** 24 months
- **Performance Metrics:** 24 months

Extended retention available upon request.

1.4 AI Model Usage

1.4.1 Technology Stack

- **Primary Model:** GPT-4.1 models for all chatbot services
- **Uptime Guarantee:** Model availability is guaranteed as per provider SLA
- **Updates:** Regular chatbot improvements implemented automatically

1.4.2 Service Tiers

All service tiers feature custom pricing based on individual client requirements and usage patterns. Contact sales@eirectory.com for personalized pricing.

2. WORKFLOW AUTOMATION POLICY

2.1 Implementation Process

2.1.1 Standard Implementation Timeline

Week 1: Discovery & Design

- Requirements gathering
- Process documentation
- Solution architecture

Week 2-3: Development

- Workflow configuration
- Integration setup
- Initial testing

Week 4: Deployment

- User acceptance testing
- Training delivery
- Go-live support

2.1.2 Client Prerequisites

Client must provide:

- Access to relevant systems
- Process documentation
- Designated point of contact
- Timely feedback during development

2.2 Change Management

2.2.1 Change Request Process

1. Submit request via email to support@eirectory.com
2. Include detailed requirements and business justification

3. EA directory provides estimate within 3 business days
4. Upon approval, changes scheduled based on complexity

2.2.2 Change Classifications

Type	Description	Timeline	Cost
Minor	UI adjustments, simple logic changes	3-5 days	Included
Moderate	New features, integration adjustments	5-10 days	Quoted
Major	Significant workflow redesign	10+ days	Quoted

2.3 Supported Integrations

2.3.1 Standard Integrations [Not Limited to:]

- **Productivity Tools:** Google Workspace, Microsoft 365, Microsoft Teams
- **CRM Systems:** Salesforce, HubSpot, Pipedrive
- **Project Management:** Jira, Trello, Atlassian Suite
- **Communication:** Slack, Microsoft Teams, Email, SMS gateways
- **Databases:** MySQL, PostgreSQL, MongoDB
- **File Storage:** Google Drive, Dropbox, OneDrive, SharePoint
- **Development Tools:** GitHub, GitLab, Bitbucket
- **Marketing:** Mailchimp, Campaign Monitor, ActiveCampaign

2.3.2 Custom Integrations

- Feasibility assessment required
- Additional development time may apply
- Ongoing maintenance considerations

2.4 Automation Monitoring

2.4.1 Standard Monitoring

- Workflow execution status
- Error tracking and alerts
- Performance metrics
- Resource utilization

2.4.2 Service Level Agreement

- **Workflow Uptime:** 99.0% monthly availability
- **Error Response:** Immediate alerts for critical failures
- **Performance Reports:** Weekly automated reports

2.4.3 Alert Configuration

- Email notifications for failures
- Customizable alert thresholds
- Escalation procedures

3. SUPPORT SERVICES POLICY

3.1 Support Channels

Primary Support: support@eirectory.com

- Response within 1 business day
- Ticket tracking system
- Knowledge base access

Escalation: escalations@eirectory.com

- For unresolved issues
- Internal escalation based on severity and impact

3.2 Support Hours

Business Hours: Monday - Friday, 9:00 AM - 5:00 PM EAT

- Excluding Kenyan public holidays
- Extended hours by special arrangement

Automated Support: 24/7 via chatbot on website

3.3 Issue Prioritization

Priority	Response Time	Resolution Target
Critical	2 hours	8 hours
High	4 hours	24 hours
Medium	8 hours	48 hours
Low	24 hours	5 days

*All times during business hours

3.4 Maintenance Windows

Scheduled Maintenance:

- Saturdays 10:00 PM - 2:00 AM EAT
- 72 hours advance notice
- Minimal service disruption

Emergency Maintenance:

- As required for security/stability
- Notification as soon as possible

4. DATA SECURITY & PRIVACY POLICY

4.1 Security Measures

4.1.1 Technical Controls

- SSL/TLS encryption for data in transit
- Encrypted storage for sensitive data
- Regular security updates
- Access controls and authentication

4.1.2 Operational Controls

- Limited access on need-to-know basis
- Regular security reviews
- Incident response procedures
- Vendor security assessments

4.2 Data Protection

4.2.1 Compliance

- Kenya Data Protection Act (2019) compliant
- GDPR principles where applicable
- Global regulatory requirements alignment
- Industry best practices

4.2.2 Client Data Handling

- Data remains Client property
- Used only for service delivery
- No third-party sharing without consent
- Secure deletion upon contract termination

4.3 Incident Management

4.3.1 Breach Notification

- Client notified within 48 hours of confirmed breach
- Details of affected data provided
- Remediation steps communicated
- Support for Client communications

4.3.2 Incident Response

- Immediate containment measures
- Root cause analysis
- Preventive measures implementation
- Incident report provided

4.4 Compliance Standards

EA directory maintains compliance with:

- Kenya Data Protection Act (2019)
- GDPR principles where applicable
- Global regulatory requirements alignment
- Industry best practices

5. BILLING & PAYMENT POLICY

5.1 Payment Terms

5.1.1 Standard Terms

- **Setup Fees:** Due upon contract signing
- **Monthly Fees:** Due 1st of each month
- **Payment Period:** Net 30 days
- **Currency:** Kenya Shillings (KES)

5.1.2 Payment Methods

Bank Transfer:

- Bank: KCB Bank
- Account Number: 1224680839
- Account Name: UJIAJIRI ENTERPRISES LIMITED

5.2 Late Payment

5.2.1 Service Suspension

- Service suspension after 30 days of non-payment
- Reactivation fee: KES 10,000

5.2.2 Dispute Resolution

- Disputes must be raised within 15 days
- Good faith resolution attempt
- Service continues during dispute investigation

5.3 Refund Policy

- No refund for setup fees
- Proportional refund for unused monthly fees (30-day notice required)*
- Service credits applied to future invoices

*Proportional refund means you receive a refund only for the unused portion of the service period based on the time remaining.

6. TERMINATION POLICY

6.1 Termination Notice

6.1.1 Client Termination

- 30 days written notice required
- Outstanding fees must be paid
- Data export provided upon request

6.1.2 EA directory Termination

- 60 days notice for convenience
- Immediate for material breach
- Support for transition period

6.2 Data Handling Upon Termination

6.2.1 Data Export

- 30-day window for data retrieval
- Standard formats provided (CSV, JSON, PDF, MARKDOWN)
- Assistance with data migration (fees may apply)

6.2.2 Data Deletion

- Client data deleted after 60 days in accordance with regulatory requirements
- Deletion certificate provided upon request
- Backups purged per retention policy

6.3 Post-Termination Support

- Follow standard contract exit procedures
- Documentation provided
- Transition assistance as per contractual obligations

7. ACCEPTABLE USE POLICY

7.1 Prohibited Uses

Clients may not use services for:

- Illegal activities
- Spreading malware or viruses
- Harassment or hate speech
- Intellectual property infringement
- Excessive resource consumption
- Attempting unauthorized access

7.2 Enforcement

- Warning for first violation
- Service suspension for repeated violations
- Immediate termination for severe violations
- No refund for terminated accounts

8. INTELLECTUAL PROPERTY POLICY

8.1 Ownership

8.1.1 Client Property

- All Client data and content
- Client-specific customizations
- Client business processes

8.1.2 EA directory Property

- Platform and core technology
- Standard features and modules
- Documentation and training materials

8.2 License Grants

- Client receives license to use platform
- EA directory receives license to process Client data
- No transfer of ownership rights

8.3 API Rate Limiting

For clients using custom integrations:

- Rate limits established based on service tier
- Fair usage policies apply
- Monitoring and alerting for threshold breaches

9. LIMITATION OF LIABILITY

9.1 Service Limitations

EA directory is not liable for:

- Internet connectivity issues
- Third-party service failures
- Client-side configuration errors
- Force majeure events

9.2 Liability Cap

Total liability limited to:

- Amount paid in preceding 3 months
- Direct damages only
- Excludes consequential damages

9.3 Business Continuity

EA directory maintains:

- Disaster recovery procedures
- Business continuity planning
- Service migration assistance (as per contract terms)

10. POLICY UPDATES

10.1 Notification Process

- 30 days advance notice of material changes
- Email notification to primary contact
- Updated policies posted on website

10.2 Acceptance

- Continued use constitutes acceptance
- Right to terminate if changes unacceptable
- Grandfathering of specific terms possible

Contact Information

General Support: support@eirectory.com

Escalations: escalations@eirectory.com

Billing: billing@eirectory.com

Legal/Compliance: legal@eirectory.com

Phone: +254-740-342-166

Business Hours: Monday-Friday, 9:00 AM - 5:00 PM EAT

Mailing Address:

EA directory.

The Andes, State House Road

Nairobi, Kenya

These policies are subject to change. Clients will be notified of material changes with 30 days notice.

Last Reviewed: June 2025

Next Review: To Be Determined.

EA directory is a product of Ujiajiri Enterprises Limited

