



Appendix 4 – SaaS Exit Services

<https://akirolabs.com/assets/>

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This Appendix "SaaS Exit Services" together with the main body of the Service Agreement and its other integral components constitutes the "Agreement". Capitalized terms used herein that are not otherwise defined herein shall have the meaning assigned to them in the Agreement.

This exit plan is intended to capture (in overview) the activities that need to be provided by each Party in order to comply with their respective obligations in connection with the expiry or termination of the Agreement.

Exit Plan				
Activity/Exit Plan Step	Responsible	Accountable	Consulted	Informed
Confirmation of Contractual Termination	Customer	Customer	akirolabs	akirolabs
Agreement of Final Exit Plan	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs
akirolabs Internal Approval for Data Return & Deletion	akirolabs	akirolabs Account Director	Customer	Customer
Data Request Triggered	akirolabs Account Director	akirolabs Account Director	Customer	Customer
SFTP site to be used for Customer data download and retrieval	akirolabs	akirolabs	akirolabs	Customer/ akirolabs
Coordinate and ensure data deletion for all akiro staff (e-mails, SFTP, SharePoint, Teams site, Cloud Provider WorkSpace, etc., as applicable).	akirolabs Account Director	akirolabs	akirolabs	Customer
Agree date for removal of access to akiro Production and Sandbox	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs

for Customer Staff				
Agree date for decommissioning akirolabs	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs
Production and Sandbox				
Extract Documents from akiro	akirolabs	akirolabs	Customer	Customer
Initial checks on data extraction	akirolabs	akirolabs	Customer	Customer
Create Metadata reports	akirolabs	akirolabs	Customer	Customer
Initial checks on Metadata reports	akirolabs	akirolabs	Customer	Customer
Provide SFTP details to Customer	akirolabs	akirolabs	Customer	Customer
Test SFTP site upload and retrieval	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs	Customer/ akirolabs
Final Checks on data prior to upload	akirolabs	akirolabs	Customer	Customer
Load Customer data to SFTP Site	akirolabs	akirolabs	Customer	Customer
Provide Access to SFTP for data retrieval	akirolabs	akirolabs	Customer	Customer
Confirm that all data is retrieved from SFTP Site	Customer	Customer	akirolabs	akirolabs
Check that all data is available and accurate	Customer	Customer	akirolabs	akirolabs
Remove Customer Access to akiro sites	akirolabs	akirolabs	Customer	Customer
Decommission sandbox and Prod URLs customer-specific SFTP, customer-specific Work-Space instance as applicable	akirolabs	akirolabs	akirolabs	Customer
Initiate akiro Data Deletion Process	akirolabs	akirolabs	Customer	Customer

Confirm Data Deletion Completion	akirolabs	akirolabs	Customer	Customer
Issue Data Destruction Certificate	akirolabs	akirolabs	akirolabs	Customer