SWIM Registry Service Agreement

# Purpose

This Agreement, referred to as the SWIM Registry Service Agreement, provides “End Users of the SWIM Registry[[1]](#footnote-1)” with information on the activities arranged by EUROCONTROL to ensure the SWIM Registry service provision.

# Activities covered by this Service Agreement

The Service Agreement covers the following activities to arrange for the:

1. provision of the infrastructure, technology, personnel and processes necessary to deliver the SWIM Registry website as described in the SWIM Design Time Registry User Requirements, including the operational activities, the evolution and the upgrades and day-to-day operations related to the provision of the SWIM Registry support that is related to:
	1. incident and problem management,
	2. questions on the service operation (e.g. how to use the SWIM Registry)
2. development of new functionalities and changes in the interest of the community (change requests)

These activities are further detailed in the following sections.

## Service Provision

This section concerns the provision of the infrastructure, technology, the evolution and the upgrades, personnel and processes necessary to deliver the SWIM Registry website as described in the SWIM Registry Requirements specification.

The operational activities related to this provision of the SWIM Registry are:

* activities needed to guarantee the operational integrity of a SWIM Registry.
* performance and infrastructure monitoring
* security patching
* periodical back-ups

The maintenance windows of SWIM Registry are as follows:

* A monthly maintenance window is planned in order to conduct maintenance related tasks. During this window, the SWIM Registry infrastructure may be unavailable for a short period of time.
* In the case of unforeseen events such as security related incidents, emergency unscheduled downtime may occur. The occurrence of such events will be minimised as much as possible.
* Scheduled and emergency maintenance is not included in availability or uptime calculations.

The infrastructure of the SWIM Registry will be implemented following these principles:

* The performance and capacity is sized in order to support adequate performance and a normal yearly growth of data.
* A yearly assessment shall be made of the SWIM Registry needs (e.g. for additional capacity or performance).
* The SWIM Registry is normally available in a 24x7 operating mode, except during monthly and exceptional maintenance windows.
* The SWIM Registry availability percentage, i.e. the total time that the SWIM Registry will be available outside the monthly and exceptional maintenance windows, is targeted at 99%.

In case of incidents or support questions, the SWIM Registry Support coverage is as follows:

* The Support will be provided during office hours (9:00 - 17:00 Monday to Friday), excluding EUROCONTROL holidays.
* The incidents will be treated as quickly as possible, to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.
* Support is offered to those users with an account for the SWIM Registry. Registration can be requested via the form on the registry: <https://eur-registry.swim.aero/user/register>.
* The method to report incidents or ask support questions is via email to swim.registry@eurocontrol.int.

## Change Requests

The SWIM Registry implementation provided by EUROCONTROL is based on the SWIM Registry User Requirements document managed by the SWIM Registry Change Control Board. User requests for changes related to the SWIM Registry functionality will be handled by this Board.

EUROCONTROL will report to the SWIM Registry Change Control Board on the effort and feasibility to perform the requested changes.

# Data Protection and Security

EUROCONTROL protects your personal data in accordance with the EUROCONTROL *Regulation on Personal Data Protection* adopted by its Member States, Office Notice 34/08 of 2.7.2008, and its [*Implementing Rules*](https://coll.eurocontrol.int/sites/OFFNOT/Office%20Notices/25_17_OfficeNotice.pdf) which were published by Office Notice 25/17 of 25.10.2017.

With the publication of data in the SWIM Registry the publishing organisation grants a non-exclusive licence to the Service Registry Provider to

1. process the data for the purpose of technical maintenance and operation of the SWIM Registry
2. “operation” of the SWIM Registry” includes the sharing of the data with other registries only if the originator consents with this use on publication.
3. use anonymized aggregates of the data content for statistical purposes, to the extent compatible with statistical confidentiality.

# User fees and payments

The EUROCONTROL SWIM Registry service is free of charge for the users of the SWIM Registry. EUROCONTROL provides the SWIM Registry and this will remain so until further notice.

EUROCONTROL will inform the SWIM Registry end users 2 years in advance in case of a change on the above conditions.

1. The end users of the SWIM Registry are those users who have an account in the SWIM Registry. [↑](#footnote-ref-1)