

INFRASTRUCTURE AND HOSTING

1. Infrastructure and Hosting.

The Exigyn SaaS platform is delivered through a cloud-native infrastructure stack. The Client agrees that Exigyn will not be responsible for temporary delays, outages, or interruptions attributable solely to the Client's own infrastructure or connectivity, which may affect communication with Exigyn's systems.

Application Hosting — Vercel

The Exigyn application is hosted on Vercel, Inc.'s global edge network. Vercel provides serverless compute, CDN delivery, and deployment infrastructure. The Client agrees that:

- Exigyn will not be responsible for outages or service interruptions attributable to Vercel's underlying infrastructure or network, except to the extent Exigyn has agreed to an availability SLA.
- Vercel's data centers are located in multiple regions globally. Application traffic is served from edge locations closest to the user.
- Vercel is SOC 2 Type II certified. Details are available at vercel.com/security.

Database Hosting — Supabase

Customer data is stored in a dedicated Supabase, Inc. database instance hosted in the United States (us-east-1 region). Supabase provides:

- PostgreSQL-based relational database with row-level security enforcing tenant isolation
- Encryption at rest using AES-256
- Automated daily backups with point-in-time recovery
- SOC 2 Type II certified infrastructure

Each organization's data is isolated at the database level via row-level security policies. No cross-tenant data access is possible through the application layer.

Authentication — Clerk

User authentication and session management is handled by Clerk Technologies, Inc. Clerk provides:

- Multi-factor authentication (MFA) support
- OAuth 2.0 / OpenID Connect flows
- Session token management and secure credential storage
- SOC 2 Type II certification

Payments — Stripe

Subscription billing and payment processing is handled by Stripe, Inc. Exigyn does not store payment card numbers or sensitive financial credentials. Stripe is PCI DSS Level 1 certified.

Data Residency

All Customer Data is processed and stored within the United States. Exigyn does not transfer Customer Data outside the United States without appropriate safeguards in place.

Maintenance Windows

Scheduled maintenance may require brief service interruptions. Exigyn will endeavor to perform scheduled maintenance during off-peak hours and will provide advance notice to affected customers where feasible. Scheduled maintenance periods are excluded from uptime calculations as set forth in the SLA terms.