

Service Level Agreement

The aim of the electronic services Service Level Agreement (SLA) is to clarify and specify the quality level of services provided through various electronic systems and services, and the rights and obligations of both the university and the beneficiary.

This agreement constitutes a clear and explicit agreement between the university and anyone who interacts with it, whether they are aware of the agreement or not. Therefore, obtaining any service covered by this agreement implies implicit and explicit consent on the part of the recipients of those services to all the terms included in this agreement, without prejudice to any other agreements that may be involved in the provision of that service. The university commits to maintaining privacy and confidentiality of information in dealing with requests from service beneficiaries and strives to provide high-quality services to all beneficiaries.

The following are the obligations of the University of Jeddah, represented by the Digital Transformation and IT Management (Service Provider) and the beneficiaries of the services:


Rights and Obligations of the Beneficiary:

- The Digital Transformation and IT Management at the university commits to making electronic services available throughout the week, including holidays and vacations.
- The Digital Transformation and IT Management is committed to dealing with beneficiary information with complete confidentiality and protecting their personal data from unauthorized access and illegal use.
- Beneficiary requests will be handled fairly and confidentially, and responses will be provided as needed through the provided service systems or via text messages or email, depending on the need and type of service.
- Beneficiaries should be able to access information related to the provided services, including terms and conditions and required procedures.
- Beneficiaries must provide accurate and correct information when using electronic services, such as personal information, payment data, or any other related information.
- Beneficiaries must adhere to the terms and conditions set by the service provider and act according to the provided guidelines and instructions.
- Beneficiaries must use the electronic services in a legal and ethical manner, and not engage in any illegal, offensive, or harmful activities to others.
- Beneficiaries are fully responsible for protecting their personal account information and related passwords, and not sharing them with others or using them in insecure ways.

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Rights and Obligations of the University:

- The Digital Transformation and IT Management at the university commits to interacting with correct messages and requests and communicating with their owners within the specified time frame, which may increase or decrease depending on the case.
- The Digital Transformation and IT Management at the university is committed to applying accountability for failures in communicating with messages and requests from beneficiaries.
- The Digital Transformation and IT Management at the university maintains fairness and privacy rules in handling beneficiary requests.
- The Digital Transformation and IT Management at the university is committed to solving login problems or issues related to accessing any service.
- The Digital Transformation and IT Management at the university has the right to exclude non-compliant requests or those containing incorrect information.
- The Digital Transformation and IT Management at the university has the right to temporarily disable some services or systems for updates, maintenance, or other reasons.
- Applicants are fully responsible for their choices and the regulations governing services.

Support and Assistance:


The university is keen to provide support and assistance to beneficiaries through various communication channels, hence providing written content, multimedia, detailed information for each service, and help links such as: [Hayyak System](#) for inquiries and complaints, [Technical Support Request Platform](#), [Frequently Asked Questions](#).

The Digital Transformation and IT Management at the university also commits to interacting and responding to inquiry requests received through the [Contact Us Page](#).

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