

## Service Level Agreements



## Service Levels for Data Sharing Stages

The Saudi Red Crescent Authority is committed to maintaining and improving the quality of services provided to its beneficiaries by governing and enabling data sharing through approved policies and procedures that ensure efficient execution, controlled access, and data protection.

The estimated service time for **data sharing shall not exceed thirty (30) Working days at maximum**. This timeframe excludes any delays resulting from incomplete requests where the applicant has not provided all required information or documentation. Furthermore, where the requested data is not owned by the Authority, the time required to obtain approval from the data-owning entity shall not be counted within the service timeframe. The estimated service duration may also be subject to change due to unforeseen internal or external circumstances.

#	Activity	Service Timeframe
1	Data Sharing Request Evaluation	5 Working Days
2	Evaluation Period Extension	5 Working Days
3	Post-Approval Procedures Completion	5 Working Days
4	Actual Data Sharing Execution	10 Working Days