



Thank you for being curious!

We are thrilled to share the most asked FAQs and the answers we believe from experience can best support your organisation.

Below you'll find detailed information about Yavoii, our secure and multilingual compliance platform designed to streamline your organisation's compliance processes while ensuring complete confidentiality. Whether you're exploring our Essential or Premium plan, implementing the platform across multiple locations, or seeking to understand our security measures, these FAQs cover the key aspects of our service. From rapid implementation timelines to comprehensive support options, we've compiled the information you need to make informed decisions about your compliance solution.

This comprehensive guide addresses everything from pricing structure and payment options to security protocols and user training resources. If you have any questions that aren't covered here, our dedicated support team is available 24/7 to assist you.

Pricing & Plans

How is the number of employees calculated for pricing purposes?

The total number of full-time and part-time employees, contingent workers, and independent contractors determines your pricing tier.

Can we switch between Essential and Premium plans if our employee count changes?

Yes. Please contact our customer support team to facilitate this change. Aside from the plan pricing change, there is a one-time administration fee of £165 to make this change.

What's included in the "Custom pricing" for enterprises with 501+ employees?

Our custom pricing is designed to provide a comprehensive, tailored solution that meets the unique needs of complex organisations. This package includes:



- Dedicated account management: You'll have a designated senior point of contact for ongoing support and strategic guidance.
- Enhanced support: Priority technical support with faster response times.
- Volume-based pricing: Potential discounts are based on the size of your organisation and expected usage.
- Integration services: Assistance with integrating our platform into your existing systems.
- Training and onboarding: Comprehensive training programmes for your staff to ensure smooth adoption.
- Compliance customisation: Tailored features to meet specific regulatory requirements in your industry or region.
- Regular business reviews: Scheduled check-ins to ensure the platform continues to meet your evolving needs.
- Customised feature set: We adapt our platform to align with your workflows and requirements.

Can we add or remove features from a specific tier?

While our Essential and Premium tiers are designed to offer comprehensive solutions for organisations of various sizes, we understand that each organisation has unique needs. Here's how we approach customisation:

- Core features: The primary features within each tier are fixed to ensure a cohesive and well-integrated solution.
- Scalability: As your needs evolve, you can easily upgrade to Premium.
- Removal of features: While we don't typically remove features from a tier, we can guide you on disabling or not utilising certain features if they're irrelevant to your operations.

How often do prices change? Will we be notified of any price increases?

We conduct an annual pricing structure review for operational changes and inflation. We will notify all customers at least 45 days before their contract renewal date if any price adjustments are necessary. This advance notice allows you time to review the changes and make informed decisions about your continued use of our services.

What are the options for making a payment?

We provide multiple payment choices: bank transfers, international bank account number (IBAN) transfers, bank identifier code (BIC) transfers, and card payments through our Stripe integration.



Implementation & Support

What's the typical implementation timeline?

Implementation timing can range from two days to 4 weeks, depending on the scope and complexity of your organisation, including number of workers, locations, quality of contact details, and when your policy documents were most recently updated.

What kind of onboarding support is provided for the Essential Platform?

In addition to our extensive onboarding documentation and training videos, organisations selecting the Essential Platform receive our expert support, including a project kickoff meeting, where we share system configuration best practices and six additional hours of specialist time during the initial 30 days to answer questions and ensure you are off to a confident and secure start.

Do you provide user training materials?

Yavoi is intuitively simple for users... we also provide extensive training materials, including video snippets.

Can we use the service for multiple company locations or subsidiaries?

Yes, there is no location limit. Yavoi can be configured to accommodate multiple company locations or subsidiaries under a single subscription. Great for supporting M&A activity!

Can different users set different language preferences?

Absolutely! Yavoi supports 30 different languages, and the system enables users of different languages to communicate with each other in their native language, whilst Yavoi does the translation for them!

Do you offer a trial period?

Yes, we provide trial options tailored to organisation size:

- For smaller organisations: For up to 100 employees, we offer a system-only 14-day free trial of our Essential plan.
- For larger organisations: We offer a comprehensive demo and consultation process. This allows us to showcase our solution's capabilities and ensure it aligns with your specific needs before committing.



Security & Compliance

How secure is the YAVOII platform?

We prioritise the security and confidentiality of all information on our platform. Our robust security measures include:

- Compliance: Our platform adheres to GDPR and other relevant data protection standards.
- Regular security audits: We conduct thorough internal and external security assessments.
- Access controls: We implement strict user authentication and authorisation protocols.
- Data isolation: Each client's data is securely segregated.
- Continuous monitoring: Our systems are under 24/7 surveillance for potential threats.
- End-to-end encryption: All data is encrypted in transit and at rest.

We can provide detailed security documentation for clients requiring more in-depth information upon request. This includes our certifications, security protocols, and data handling procedures. We understand the critical nature of whistleblowing data and are committed to maintaining the highest levels of security to protect both whistleblowers and organisations.

Contract Terms

Is there a minimum contract length?

We maintain a twelve-month minimum contract length with automatic annual renewals.

What happens if we need to cancel our annual subscription?

You have the flexibility to cancel your subscription at any time during your annual term. Here's what you need to know:

- Notice period: We require a minimum of 90 days written notice before your current annual period ends.
- Process: Please send your written notice to our customer support team at compliance@nimbleglobal.com to initiate cancellation
- Service continuation: Your service will continue uninterrupted until your current annual period ends.
- Refunds: As this is an annual subscription, we do not offer prorated refunds for mid-term cancellations.



We're always interested in understanding why customers choose to cancel. If you're considering cancelling, we encourage you to contact us to discuss any concerns or issues.

What does the data transfer look like in the event of termination?

YAVOII clients can export their data in machine-readable format, a JSON file.

Additional Support

Unanswered Questions?

We are here to help, 24/7. Typical response timing is within 4 and 24 hours. Please contact compliance@nimbleglobal.com or +44 20 8938 3414.

Thank you!