

Product Specification - API

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1. Definitions

- a) **User** - The end user or customer who is using the KYND API product to monitor and or assess the Cyber risk profile of an organisation.
- b) **Organisation** - The business that the User is monitoring and or assessing using the KYND API product

2. Product Description

The KYND API is a REST-inspired interface that enables integration with KYND's cyber risk management products. Designed for Distributors, Brokers, Advisors, and Users, the API provides secure access to services that support cyber risk assessment, continuous monitoring, and reporting.

Depending on the user's role and permissions, API clients may access capabilities grouped into the categories below:

Authentication & Access - Manage authentication and session access - this may include signing in, signing out, and updating sign-in credentials.

Organisation Management - Manage organisations - this may include creating, deleting, updating (some) organisation details, and viewing organisation information.

User Management - Manage users within an organisation - this may include adding or removing users, updating (some) user details, listing users, generating enrolment links, and retrieving enrolment information.

Signals (Aggregate Risk Indicators) - Manage aggregate risk indicator criteria - this may include creating, updating, deleting, or retrieving criteria associated with the organisation.

Retrieve insights related to these criteria - this may include RAG (Red-Amber-Green) counts and matches for each criterion.

RAGs (Red-Amber-Green Issues) - Manage RAG issues for the organisation - this may include retrieving all RAGs, retrieving grouped RAG counts, resolving or commenting on a RAG, viewing the history of a specific RAG, and comparing risk positions.

Alerts - Retrieve alerts for a given time interval and organisation.

Second-Level Domains (SLDs) - Manage SLD - this may include suppressing or recovering suppressed SLDs.

Retrieve SLD related data - this may include a list of suppressed SLDs, historic WHOIS information, and associated subdomains.

Services & Infrastructure - Retrieve service-related data - this may include a list of Fully Qualified Domain Names (FQDNs) and all services that KYND discovered for an organisation.

Reports - Manage reports - this may include creating reports, retrieving report data, emailing documents, or generating additional documents for existing reports.

Recommendations & Ransomware Insights - Retrieve and manage security insights - this may include accessing recommendations, ransomware insights, ransomware-related questions, and updating responses to those questions.

Phishing Simulations - Manage phishing simulations - this may include creating or retrieving simulations, adding recipients, and accessing simulation results.

Parameters - Retrieve values for input parameters - this may include KYND product configuration data, industry options, employee count ranges, and average turnover categories.

Batch Operations - Manage batch operations - this may include creating batch upload links and retrieving batch processing information.

Distributor Access - Retrieve distributor-related data - this may include accessing all organisations or reports associated with a given distributor.

3. Delivery

The KYND API delivers structured JSON responses via authenticated REST endpoints.

4. Support Services

KYND will provide Support Services to the Partner to address issues related to the production of reports. Users can also access KYND Support via links included within their Signals Client Report. Support will be available from Monday to Friday, between 09:30 and 17:30 UK time, excluding national holidays.

Level 1 - Support will be provided via email in English and covers:

- Assistance with account access and activation
- Basic guidance on the risk factors presented in the KYND Signals Client Report

Level 2 - Support will be an escalation from Level 1, where an issue requires further investigation by KYND's cyber analysts or engineers.

Level 1 and 2 Support is available to all KYND Partners and Users.

KYND will aim to respond to all queries within one working day.

5. Service Availability

KYND will use reasonable endeavours to maintain an application availability measure of 95%, excluding planned downtime. Users will be given notice of any planned downtime where possible.