WebbLMS Technical Specifications & Procurement Compliance Documentation

Version 1.1

Last Updated on January 11, 2026

Executive Summary

WebbLMS provides a professionally managed Learning Management System (LMS) based on the Moodle™ open-source platform, delivered as a subscription service. WebbLMS is designed for educational institutions and organisations that require a reliable, well-governed Moodle environment without the operational complexity of self-hosting.

This document outlines the platform's technical specifications and demonstrates compliance with formal institutional procurement requirements.

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1. Vendor & Corporate Information

Legal Entity and Jurisdiction

WebbLMS is operated by WebbLMS (Pty) Ltd, a private company incorporated in the Republic of South Africa.

Company registration number: 2025/907838/07

Jurisdiction: South Africa

The contractual relationship between WebbLMS and its customers is governed by the WebbLMS Terms of Service, Privacy Policy, and associated legal documents included in this procurement pack.

Headquarters and Operating Regions

WebbLMS is headquartered in Cape Town, South Africa.

The WebbLMS platform is offered internationally and supports customers in the United States, European Union, United Kingdom, and other regions. The service is delivered exclusively as a cloud-hosted SaaS solution and does not require customer-managed infrastructure or on-premise hardware.

Years in Operation

WebbLMS (Pty) Ltd was incorporated in 2025.

The platform and operating model are informed by prior experience in the design, hosting, and operation of Moodle-based learning platforms in academic and professional environments. This experience has shaped the platform's emphasis on reliability, isolation, and operational clarity from inception.

Ownership Structure

WebbLMS (Pty) Ltd is a privately held company.

It is independently owned and operated, is not publicly listed, and is not a subsidiary of any larger technology group. There are no external ownership interests that materially affect customer data governance, platform operation, or service continuity.

Primary Contact Details

For procurement, contractual, and compliance-related correspondence:

WebbLMS (Pty) Ltd

Cape Town, South Africa

hello@webblms.com

Formal notices and procurement communications are handled through this contact point unless otherwise agreed in writing.

Support Contact Details

Customer support is provided through platform-integrated and email-based support channels, aligned to the applicable subscription tier.

support@webblms.com

Support scope, response targets, and escalation processes are defined in the WebbLMS Terms of Service and relevant subscription documentation.

Financial Stability

WebbLMS operates a subscription-based SaaS revenue model aligned to Annual Active User (AAU) licensing. This provides predictable recurring revenue to support platform operations, maintenance, and support.

Infrastructure, monitoring, backup, and support costs are incorporated into subscription pricing. Customer data portability and exit provisions are explicitly defined in the WebbLMS Terms of Service to mitigate vendor lock-in risk.

Insurance Coverage

WebbLMS does not currently maintain standalone professional liability or cyber insurance policies.

WebbLMS is willing to review reasonable insurance requirements for institutional or enterprise customers as part of contractual negotiations, subject to agreement.

Sub-Processors and Critical Vendors (High Level)

WebbLMS engages a limited number of specialist third-party service providers to support delivery of the service, including providers of:

- Cloud compute and storage infrastructure

- Subscription billing and payment processing

- Platform monitoring and incident alerting

- Transactional email delivery

- Customer support tooling

All sub-processors operate under contractual confidentiality, security, and data protection obligations consistent with WebbLMS policies. WebbLMS does not permit sub-processors to use customer data for advertising, profiling, or unrelated commercial purposes. High-level sub-processor category information may be provided to institutional customers on request.

2. Product Overview & Scope

Product Description

WebbLMS is a managed Learning Management System (LMS) built on the Moodle™ open-source platform and delivered as a subscription-based Software-as-a-Service (SaaS) offering.

The instructional, assessment, and learning functionality provided to customers is that of Moodle, supplemented by a curated and supported selection of plugins that extend reporting, usability, and administrative capability. WebbLMS does not modify Moodle core code; all functionality is delivered through standard Moodle features, configuration, and supported extensions.

WebbLMS is designed to remove the operational and infrastructure burden of self-hosting Moodle while preserving institutional control over pedagogy, course design, data, and academic governance.

Target Customer Segments

WebbLMS is intended for organisations that require a reliable, standards-based LMS without in-house infrastructure management.

Typical customer segments include:

- Schools and school networks

- Higher education institutions and faculties

- Professional training providers

- Non-profit and public-interest organisations

- Corporate and enterprise training teams

The platform supports both centrally managed institutional deployments and smaller programme- or department-level implementations.

Supported Educational Use Cases

WebbLMS supports structured and formal learning contexts, including:

K–12 / School Education

- Blended and online learning delivery

- Assignment submission and grading

- Teacher-led instruction and learner tracking

- Term- and cohort-based course structures

Higher Education

- Credit-bearing courses and modules

- Assessment and grading workflows

- Academic reporting and auditability

- Departmental or faculty-level deployments

Professional and Corporate Training

- Structured training programmes

- Compliance and skills development

- Asynchronous and instructor-led learning

- Completion tracking and reporting

Suitability for specific use cases depends on customer configuration, content design, and governance decisions.

Deployment Model

WebbLMS is delivered exclusively as a cloud-hosted SaaS service.

Each customer is provisioned with:

- A dedicated LMS application instance

- An isolated database

- Separate file storage

- Independent configuration and plugin state

This model avoids shared-database multi-tenancy and provides strong logical isolation between customer environments. Customers do not manage servers, operating systems, or application infrastructure as part of the standard service.

Product Roadmap Availability

WebbLMS maintains an internal product roadmap informed by:

- Moodle core release cycles

- Security and maintenance priorities

- Operational stability and reliability improvements

- Select enhancements to administration and reporting

High-level roadmap information may be shared on request. WebbLMS does not commit to specific feature delivery timelines unless explicitly agreed in writing.

Versioning and Upgrade Policy

WebbLMS supports stable Moodle releases in line with Moodle's official release and security maintenance policies.

Upgrade principles include:

- Timely application of security and maintenance updates

- Controlled rollout of major version upgrades

- Compatibility testing of supported plugins

- Advance communication for material changes

Major version upgrades are managed by WebbLMS and scheduled to minimise disruption. Customers are not required to perform upgrades themselves. Backward compatibility and data integrity are prioritised throughout the upgrade process.

3. Functional Capabilities

WebbLMS delivers Moodle core functionality supplemented by a carefully curated selection of plugins to provide a learning environment specifically designed to balance rigorous compliance requirements with a modern, frictionless user experience.

Course Management

Feature	WebbLMS Description
Course creation & configuration	Administrators and instructors can create, structure, and manage courses using Moodle's native course management tools, including visibility controls, start/end dates, and enrolment methods.
Course structure & navigation	Courses support flexible formats, including grid-based and tiled layouts, enabling modular, term-based, or unit-based course structures.
Conditional access & progression	Course content and activities may be released based on completion rules, dates, grades, or prerequisites.
Blended learning delivery	Courses may combine online activities, in-person sessions, and offline components within a single course environment.
Course reuse & duplication	Courses and activities may be duplicated or reused using standard backup, restore, and import mechanisms.

User Management

Feature	WebbLMS Description
User account management	Supports creation, editing, suspension, and deletion of user accounts, including custom profile fields where configured.
Cohorts & groups	Users may be organised into cohorts and groups for enrolment, reporting, and instructional purposes, including rule-based (dynamic) cohort assignment.
Enrolment management	Supports manual enrolment, self-enrolment, cohort-based enrolment, and automated profile-based enrolment rules.
Bulk user operations	User data may be imported and updated in bulk using standard CSV-based processes.

Roles & Permissions

Feature	WebbLMS Description
Role-based access control	Uses Moodle's granular role and capability system to control access at site, course, and activity levels.
Multiple roles per user	Users may hold multiple roles simultaneously (e.g. instructor in one course, learner in another).
Administrative privilege separation	Separation is maintained between learner, instructor, course-level administration, and site-level administration roles.
Configurable permission sets	Roles and permissions may be customised within supported configuration boundaries.

Assessments & Quizzes

Feature	WebbLMS Description
Quizzes & tests	Supports quizzes with multiple question types, randomisation, timing controls, grading rules, and feedback.
Assignments & submissions	Supports file uploads, online text submissions, grading workflows, and instructor feedback.
Attendance tracking	Supports session-based attendance tracking and reporting via a supported attendance module.
Surveys & feedback	Supports surveys, feedback forms, and questionnaires for learner evaluation and course feedback.
Assessment conditions	Assessment availability and progression may be controlled using conditional access rules.

Gradebook

Feature	WebbLMS Description
Centralised gradebook	Provides a course-level gradebook aggregating results across assessments and activities.
Grade calculation & weighting	Supports configurable aggregation methods, weightings, and grade categories.
Feedback & comments	Instructors may provide qualitative feedback alongside numeric grades.
Learner visibility	Learner access to grades and feedback is configurable per course.

Reporting & Analytics

Feature	WebbLMS Description
Standard reports	Provides built-in reports for activity participation, completion status, grades, and engagement.
Custom reports	Supports configurable, SQL-based and GUI-driven custom report creation by authorised administrators.
Scheduled reports	Reports may be scheduled and delivered via email in common formats (e.g. CSV).
Usage & engagement metrics	Provides visibility into course activity, user participation, and completion trends.

Content Authoring

Feature	WebbLMS Description
Native content creation	Supports creation of pages, lessons, labels, and resources using Moodle's built-in editor.
Interactive content	Supports interactive content creation (e.g. interactive video, presentations, quizzes) via H5P.
Multimedia support	Supports embedding and delivery of video, audio, images, documents, and external resources.
Content reuse	Learning materials may be reused across courses via duplication and import tools.

Mobile Responsiveness

Feature	WebbLMS Description
Responsive interface	The user interface is responsive and supports access from desktop, tablet, and mobile browsers.
Learner access	Learners may view content, submit assignments, and review progress on mobile devices.
Instructor access	Instructors may perform core instructional tasks using mobile-friendly interfaces.

Notifications & Messaging

Feature	WebbLMS Description
System notifications	Supports automated notifications for enrolments, deadlines, submissions, and feedback.
Messaging	Supports direct messaging between users, subject to configuration and role permissions.
Email delivery	System messages and notifications may be delivered via email.
Re-engagement messaging	Supports automated reminder messages based on activity or inactivity rules.

Audit Logs

Feature	WebbLMS Description
User activity logging	Maintains logs of user actions, including logins, content access, and activity interactions.
Administrative actions	Records administrative changes such as enrolments, role assignments, and configuration changes.
Audit review	Logs may be reviewed by authorised administrators for compliance, governance, or incident investigation.
Log retention	Log retention follows Moodle defaults and may be configured in line with institutional policy.

4. Architecture & Infrastructure

WebbLMS is designed to provide a secure, isolated, and operationally resilient hosting environment suitable for institutional teaching and training workloads. The architecture prioritises separation of customer environments, predictable performance, and recoverability, without introducing unnecessary architectural complexity.

WebbLMS operates the platform as a fully managed service. Customers do not provision, configure, or maintain infrastructure components as part of the standard offering.

High-Level System Architecture

Each WebbLMS customer environment consists of:

- A dedicated Moodle-based LMS application instance

- A dedicated relational database

- Isolated persistent file storage for course content and uploads

- Separate backup storage isolated from the live environment

- Centralised monitoring and logging operated by WebbLMS

These components are provisioned and managed as a single logical unit per customer. There is no shared application runtime or shared database layer between customers.

Hosting Model and Regions

WebbLMS is delivered using enterprise-grade cloud infrastructure hosted in professionally managed data centre environments.

Key characteristics include:

- Virtualised compute resources with defined capacity per environment

- Redundant underlying hardware

- Professionally managed physical data centre security

- High-availability networking and storage subsystems

Customer environments are hosted in supported geographic regions as defined in Section 2. WebbLMS does not deploy or support on-premise or customer-managed infrastructure.

Tenancy Model

WebbLMS does not operate a shared-database, shared-application multi-tenant LMS model.

Instead, each customer is provisioned with:

- Its own LMS application instance

- Its own database

- Its own file storage

- Environment-specific configuration and supported plugins

This single-tenant application model reduces cross-tenant risk and aligns with institutional expectations for data separation and governance.

Logical and Infrastructure Isolation

Logical isolation is enforced through:

- Separate application instances

- Separate databases and credentials

- Independent file systems

- Environment-specific configuration and access controls

Infrastructure-level isolation includes:

- Dedicated virtual resources per environment

- Network segmentation between customer environments

- No shared application processes across customers

While physical hardware may be shared at the underlying infrastructure layer (as is standard in cloud environments), isolation is enforced through hardened virtualisation, segmentation, and access controls consistent with enterprise SaaS norms.

Network Security Model

The WebbLMS network security model minimises exposure and restricts access to what is required for service operation.

Key elements include:

- Encrypted connections (TLS) for all user and administrative access

- Restricted inbound access to application services only

- Firewall rules limiting permitted ports and protocols

- Segmentation between customer environments and management services

Administrative access to infrastructure components is limited to authorised WebbLMS personnel operating under least-privilege principles.

Storage Architecture

Each customer environment uses persistent storage structured to separate live operational data from backups.

Key characteristics include:

- SSD-backed storage for application and database data

- Separate storage for uploaded files and generated content

- Storage allocations aligned to subscription tier

- Clear separation between live storage and backup storage

Storage capacity may be expanded subject to subscription tier and commercial agreement.

Backup Architecture

WebbLMS operates an automated backup regime to support operational recovery.

Key characteristics include:

- Weekly automated backups of each customer environment

- Backups stored separately from live environments

- Retention periods defined by service configuration

- Access restricted to authorised operational personnel

Backups are intended to support restoration following operational incidents and do not replace customer-managed archival or compliance retention obligations.

Disaster Recovery Approach

WebbLMS's disaster recovery approach focuses on restoration from backups rather than real-time geographic redundancy.

Key elements include:

- Ability to restore environments from available backups

- Recovery prioritisation based on incident severity and scope

- Best-effort recovery aligned to infrastructure availability

WebbLMS does not provide default contractual Recovery Point Objectives (RPO), Recovery Time Objectives (RTO), or automatic cross-region failover. Any such commitments are provided only where explicitly agreed in a written Service Level Agreement.

5. Scalability & Performance

Supported User Volumes per Tier

WebbLMS subscription tiers are defined primarily by Annual Active Users (AAU), representing the number of unique users who authenticate to the platform during a rolling twelve-month period.

Each tier is provisioned with infrastructure capacity sized to support the applicable AAU range and expected concurrency patterns. User volume limits, storage allocations, and feature availability are defined in commercial subscription schedules rather than embedded in platform logic.

This model supports predictable capacity planning aligned to academic and training cycles, rather than fluctuating month-to-month usage.

Concurrent User Handling

WebbLMS environments are designed to support periods of high concurrent activity, including:

- Simultaneous access to course content

- Parallel assessment submissions

- Gradebook access and reporting activity

- Instructor and administrator workflows during peak periods

Concurrency capacity is provisioned relative to the subscribed AAU tier and is reviewed as part of ongoing operational monitoring.

Performance Monitoring

WebbLMS monitors platform performance on an ongoing basis at both infrastructure and application levels.

Observed metrics include:

- Page response times

- Database performance

- System load and resource utilisation

- Error rates and failed requests

Performance characteristics depend on course design, content types, and concurrent usage patterns. Customer-specific performance information may be provided on request as part of technical or procurement review.

Platform Limits

Each subscription tier includes defined operational limits, which may include:

- Annual Active User (AAU) thresholds

- Allocated storage capacity

- Expected concurrency ranges

These limits are documented in commercial materials and managed through provisioning and monitoring controls. Where sustained usage approaches defined limits, WebbLMS will engage with the customer to discuss capacity adjustments or tier changes.

Peak Usage Handling (Exams and Assessments)

WebbLMS is designed to accommodate predictable peak usage periods, such as examinations and end-of-term assessments.

Operational measures include:

- Capacity headroom provisioned relative to the AAU tier

- Monitoring for abnormal or sustained load patterns

- Priority attention to assessment-related workloads

Customers planning unusually high-stakes or atypical assessment events are encouraged to notify WebbLMS in advance so capacity can be reviewed where appropriate.

6. Availability, Reliability & Service Levels

Service Availability Targets

WebbLMS delivers Moodle as a managed, dedicated service operated using professional hosting and SaaS delivery practices suitable for formal education and structured training environments.

The service is designed to support 99.5% or greater monthly availability for hosted customer environments. Environments are monitored on an ongoing basis to detect availability or performance issues. While WebbLMS is engineered for reliability, uninterrupted availability cannot be guaranteed.

Planned Maintenance

Maintenance activities may be required to apply updates, security patches, configuration changes, or performance improvements.

Where reasonably possible:

- Maintenance is scheduled to minimise disruption to teaching and learning

- Advance notice is provided where availability may be affected

Emergency maintenance may be performed without prior notice where required to protect the security, integrity, or stability of customer environments.

Incident Response

WebbLMS provides operational support for issues relating to availability, hosting, and platform operation.

Incidents are assessed and prioritised based on severity and impact, with response actions focused on investigation, remediation, rollback, or restoration where appropriate.

Incident Notification

Where an incident materially affects service availability or performance, WebbLMS will take reasonable steps to notify affected customers. Notification typically occurs once the issue has been identified and initial remediation is underway.

Support Response Targets

Support requests are prioritised by impact. Typical initial response targets are:

- Critical (environment unavailable): within 4 business hours

- High (significant degradation): within 1 business day

- Medium (functional issues): within 2 business days

- Low (general queries): within 3 business days

Response times refer to acknowledgement and initial investigation, not guaranteed resolution.

Mean Time to Recovery (MTTR)

When service issues occur, WebbLMS takes reasonable steps to restore access.

Typical restoration objectives are:

- Critical outages: prioritised, aiming for same business day restoration where reasonably possible

- Performance degradation: typically addressed within 1–2 business days

- Non-critical issues: addressed through normal support or maintenance cycles

Actual timelines vary based on issue complexity and external dependencies.

Historical Uptime

Historical uptime information may be provided on request as part of procurement or technical due diligence. Availability metrics are indicative only and do not constitute a contractual guarantee.

Service Level Agreement (SLA) Options

The service availability and support practices described in this section reflect standard operations and are provided for transparency.

They do **not** constitute a Service Level Agreement (SLA). Formal SLAs, including uptime guarantees or service credits, may be offered to institutional or enterprise customers by separate written agreement.

Moodle Version Management

WebbLMS manages Moodle versions as part of the hosted service:

- Minor releases: typically applied within 30–60 days

- Security patches: applied as soon as reasonably practicable

- Major version**s:** supported following validation and upgrade planning

Major upgrades are communicated in advance and, where possible, scheduled to align with academic calendars. Customer coordination may be required.

Backups and Data Handling

WebbLMS manages backups to support service continuity:

- Weekly backups of customer environments

- Backups stored separately from live environments

Where reasonably possible, WebbLMS may assist with restoration on request. Backups support operational recovery and do not replace customer-managed data governance, archival, or content management obligations.

Scope and Limitations

This section is provided for informational purposes only and does not amend or replace the WebbLMS Terms of Service.

Service availability, response times, and restoration timelines may be affected by factors outside WebbLMS's reasonable control, including infrastructure dependencies, network conditions, or force majeure events.

7. Security Controls & Information Security

WebbLMS applies a layered security approach appropriate to a managed, single-tenant LMS service. Controls are designed to protect hosted environments, restrict access to authorised users, and reduce the risk of data loss or unauthorised disclosure.

WebbLMS is responsible for securing the hosted platform and underlying infrastructure. Customers remain responsible for security practices within the LMS, including user role assignment, content configuration, and instructional workflows.

Platform Security

Secure Configuration Practices

WebbLMS does not develop proprietary LMS application code. Core learning functionality is provided by Moodle and supported plugins, which are configured and operated according to established best practices.

Platform security measures include:

- Use of supported Moodle releases and plugins

- Controlled configuration management

- Restriction of unnecessary services and interfaces

- Separation of operational and customer environments

Patch and Update Management

Updates are applied as part of ongoing maintenance:

- Operating system and infrastructure updates are applied regularly

- Moodle security patches are applied as soon as reasonably practicable

- Plugin updates are applied following compatibility review

Updates are scheduled to minimise disruption where reasonably possible.

Vulnerability Management

WebbLMS monitors for publicly disclosed vulnerabilities affecting Moodle core, supported plugins, and underlying platform components. Where material risks are identified, remediation may include patching, configuration changes, or temporary mitigation controls.

Penetration Testing

Routine, customer-specific penetration testing is not included in the standard service. The platform benefits from security controls, hardening, and testing applied to underlying infrastructure and widely used open-source components. Formal penetration testing or third-party assessments may be considered by separate agreement.

Dependency Management

Dependencies are limited to Moodle core, a curated set of supported plugins, and essential system libraries. Plugins are selected based on maturity, maintenance activity, and community adoption. Unsupported or unmaintained components are not introduced into the standard platform configuration.

Access Control

Authentication Methods

WebbLMS supports multiple authentication approaches through Moodle, including native username/password authentication and institution-managed authentication mechanisms where enabled. Available methods depend on subscription tier and configuration.

Role-Based Access Control

Access is enforced through Moodle's role and capability system, supporting:

- Multiple roles per user

- Granular permission assignment

- Clear separation of learner, instructor, and administrative privileges

Administrative Privilege Separation

Administrative access is separated at multiple levels:

- LMS administrative roles are distinct from instructional roles

- Infrastructure and system access is restricted to authorised WebbLMS personnel

- Customers do not have direct access to underlying infrastructure by default

This separation reduces the risk of accidental or unauthorised system-level changes.

Password Policies

Password controls are enforced through Moodle configuration and may include minimum complexity requirements, optional expiration policies, and account lockout after repeated failed login attempts. Institutions may refine policies within supported configuration options.

Multi-Factor Authentication

Multi-factor authentication is supported where enabled through institutional identity providers or compatible Moodle mechanisms. Availability and enforcement depend on customer configuration and subscription tier.

Network & Data Security

Encryption in Transit

All access to WebbLMS environments is secured using encrypted connections (TLS), including learner, instructor, administrative, and API access. Unencrypted access is not supported.

Encryption at Rest

Customer data stored within the platform is protected using storage-level encryption provided by the underlying infrastructure. This applies to databases, file storage, and backups and is managed transparently.

Firewalling and Network Segmentation

Network controls include:

- Firewall rules restricting traffic to required services

- Segmentation between customer environments and management services

- Restricted administrative access paths

Network controls are centrally managed by WebbLMS and are not customer-configurable.

Denial-of-Service Protection

WebbLMS environments benefit from infrastructure-level protections designed to mitigate common denial-of-service and traffic-flooding scenarios. These measures reduce the impact of such events but do not guarantee immunity from all attack types.

8. Data Protection & Privacy Compliance

WebbLMS is designed to support institutional compliance with applicable data protection and privacy regulations in the United States, European Union, United Kingdom, and other jurisdictions.

This section should be read together with the WebbLMS Privacy Policy, which forms part of the contractual documentation and provides the authoritative description of how personal data is collected, processed, and protected.

Data Controller and Data Processor Roles

WebbLMS clearly distinguishes its role depending on the context of processing:

- **Data Controller:** WebbLMS acts as data controller for personal data relating to website visitors, prospective customers, account holders, and administrative contacts.

- **Data Processor:** WebbLMS acts solely as data processor for learner, instructor, and end-user data stored within customer LMS environments.

Customers act as the data controller for LMS data and determine the purposes and means of processing, including lawful basis, retention, disclosure, and data subject communications. This role separation is explicitly defined in the Privacy Policy.

GDPR Alignment

Where the EU or UK General Data Protection Regulation (GDPR) applies, WebbLMS processes personal data in accordance with GDPR requirements.

Supported principles include:

- Lawful, fair, and transparent processing

- Purpose limitation and data minimisation

- Security and confidentiality

- Accountability and documented roles

Legal bases for processing are described in the Privacy Policy and include performance of a contract, legitimate interests, legal obligations, and consent where required.

US Privacy and Education Laws

WebbLMS is designed to support customer compliance with applicable US privacy and education laws, including state privacy laws such as CCPA/CPRA, and FERPA where applicable.

WebbLMS does not independently determine FERPA applicability. Customers remain responsible for configuring and using the LMS in accordance with their own regulatory obligations.

Data Processing Addendum (DPA)

A Data Processing Addendum (DPA) is available for institutional and enterprise customers upon request.

The DPA governs WebbLMS's obligations as a data processor, including scope of processing, confidentiality, security measures, sub-processor conditions, and assistance with data subject rights, and is intended to satisfy GDPR Article 28 and equivalent requirements.

Data Residency

Customer LMS environments may be hosted in supported geographic regions, currently including:

- United States (New York)

- European Union (Amsterdam)

Region selection is made at provisioning. Residency guarantees are subject to service configuration and contractual agreement.

Cross-Border Data Transfers

WebbLMS operates globally and may process personal data across jurisdictions. Where cross-border transfers occur, appropriate safeguards are applied in accordance with applicable law, including contractual protections such as standard contractual clauses or equivalent mechanisms.

Data Breach Notification

WebbLMS maintains procedures for identifying, investigating, and responding to suspected personal data breaches.

Where WebbLMS becomes aware of a personal data breach affecting customer LMS data, it will notify the customer without undue delay, enabling the customer to assess regulatory notification obligations. Notification timing depends on incident scope and available information.

Sub-Processors

WebbLMS engages a limited number of sub-processors to support service delivery, including providers of hosting, monitoring, billing, messaging, and support tooling.

Sub-processors are engaged under contractual confidentiality, security, and data protection obligations consistent with WebbLMS policies. High-level sub-processor category information is available on request.

Data Retention and Deletion

WebbLMS retains personal data only for as long as necessary to provide the Services, meet legal or compliance obligations, and resolve disputes.

Customer LMS data is retained for the duration of the customer relationship and may be deleted following termination, subject to reasonable retention periods unless otherwise agreed. Customers remain responsible for defining retention and deletion policies within their LMS environments.

Data Subject Rights

WebbLMS supports data subject rights as described in the Privacy Policy, including rights under GDPR and applicable US privacy laws.

Requests relating to LMS data are generally handled by the customer as data controller, with WebbLMS providing reasonable assistance where required.

9. Compliance & Standards Alignment

WebbLMS is designed to align with commonly referenced international standards and regulatory frameworks applicable to learning platforms used in US and EU institutional contexts.

Where formal certification is not held, WebbLMS adopts practices and controls consistent with the intent and principles of the relevant standard, without representing itself as certified, audited, or formally assessed unless explicitly stated.

General Data Protection Regulation (GDPR)

WebbLMS supports customer compliance with the EU and UK GDPR.

Alignment includes:

- Clear separation of data controller and data processor roles

- Processing of personal data on documented customer instructions

- Appropriate technical and organisational security measures

- Availability of a GDPR-aligned Data Processing Addendum (DPA)

- Support for data subject rights through documented processes

Responsibilities relating to lawful basis, privacy notices, and regulatory engagement remain with the customer as data controller.

Family Educational Rights and Privacy Act (FERPA)

WebbLMS is designed to support use in FERPA-regulated educational environments in the United States.

The platform enables FERPA-aligned practices by supporting:

- Role-based access controls over student records

- Restricted disclosure of educational records

- Audit logging of access and administrative actions

WebbLMS acts as a service provider under the direction of the institution. Determination of FERPA applicability and compliance remains the responsibility of the customer.

Children's Online Privacy Protection Act (COPPA)

WebbLMS does not knowingly collect personal data directly from children through its public website.

Where WebbLMS is used in contexts involving learners subject to COPPA or equivalent child data protection laws:

- Customers are responsible for obtaining required parental or guardian consent

- WebbLMS processes data solely on customer instructions

- Customer data is not used for advertising or profiling

The platform provides configuration and access controls that support compliant institutional use.

ISO/IEC 27001 Alignment

Operational and security practices are aligned with key ISO 27001 control domains, including:

- Access control and least-privilege principles

- Asset and configuration management

- Incident response and recovery

- Change and patch management

WebbLMS is not ISO/IEC 27001 certified. Formal certification may be considered in the future but is not currently claimed.

SOC 2 Alignment

Operational controls are designed to align with SOC 2 Trust Services Criteria, particularly in the areas of:

- Security

- Availability

- Confidentiality

WebbLMS is not currently SOC 2 certified. Evidence of operational practices may be shared during procurement or due diligence, subject to reasonable scope.

NIST Alignment (High Level)

WebbLMS aligns its security posture with the principles of the NIST Cybersecurity Framework at a high level, including:

- Identification of critical assets and risks

- Protection through layered security controls

- Detection via monitoring and alerting

- Response through incident handling

- Recovery through backup and restoration

This alignment supports risk management and does not imply formal NIST certification.

10. Accessibility & Inclusivity

WebbLMS recognises accessibility and inclusivity as essential requirements for publicly funded institutions, regulated educational environments, and organisations serving diverse learner populations.

The WebbLMS platform is built on Moodle and configured to support accessibility best practices at the platform level. Final accessibility compliance for any deployment depends on the combination of platform capability, configuration, and customer-authored content.

WCAG 2.1 AA Alignment

WebbLMS supports accessibility requirements aligned with WCAG 2.1 Level AA through:

- Use of Moodle's accessibility-aware core interface

- Adoption of themes and supported plugins designed with accessibility considerations

- Avoidance of unsupported or non-compliant interface customisations

WebbLMS does not certify customer content or individual courses for WCAG compliance. Responsibility for ensuring that learning materials meet accessibility requirements remains with the customer.

Accessibility Testing Approach

Accessibility is addressed through:

- Reliance on Moodle core accessibility standards and community-reviewed practices

- Functional testing of platform interfaces following upgrades or configuration changes

- Review of supported plugins to minimise known accessibility regressions

Formal third-party accessibility audits are not included in the standard service but may be considered by separate agreement.

Keyboard Navigation

The WebbLMS platform supports keyboard navigation through Moodle's native interface, including navigation between menus, activities, and form controls, and logical focus order for interactive elements. Keyboard accessibility depends on use of standard Moodle components and supported plugins.

Screen Reader Compatibility

WebbLMS supports common screen readers through Moodle's semantic markup and navigation structure, including headings, landmarks, and accessible form elements.

Effectiveness depends in part on customer-created content, such as appropriate use of headings, labels, and descriptive text.

Colour Contrast and Visual Design

Platform themes and interface components are configured to support appropriate colour contrast and visual clarity. This includes avoiding colour-only indicators and maintaining consistent visual hierarchy.

Customers remain responsible for ensuring that uploaded content, images, and instructional materials meet applicable contrast and readability standards.

Accessibility Roadmap

WebbLMS monitors accessibility improvements within the Moodle ecosystem and prioritises:

- Adoption of accessibility enhancements included in supported Moodle releases

- Review of supported plugins for accessibility impact

- Incremental improvements to platform configuration and theming

WebbLMS does not commit to specific accessibility feature delivery timelines unless explicitly agreed in writing.

11. Interoperability & Standards

WebbLMS is designed to integrate into existing institutional technology ecosystems using widely adopted learning and identity standards. Interoperability is achieved primarily through Moodle's native standards support and configuration rather than proprietary integration layers.

The platform supports integration with learning tools, identity providers, and administrative systems commonly used in academic and professional training environments.

Learning Management System Standards

WebbLMS supports established LMS interoperability standards through Moodle, including:

- Learning Tools Interoperability (LTI): Integration with external learning tools and platforms

- SCORM: Import and delivery of SCORM-compliant learning packages

- xAPI: Supported where enabled through standard Moodle mechanisms or compatible plugins

Standards support depends on Moodle version, supported plugins, and customer configuration.

API Availability

WebbLMS provides access to Moodle's standard web services and APIs, which may be used to:

- Manage users, courses, and enrolments

- Retrieve grades, completion data, and activity information

- Integrate with external reporting or administrative systems

API access is governed by authentication, role permissions, and subscription tier. Customers are responsible for API usage and compliance with applicable data protection obligations.

Webhook Support

WebbLMS supports event-driven integration patterns where enabled by Moodle or supported plugins. This may include notifications related to user, enrolment, or course events, and trigger-based workflows for external systems.

Webhook availability and scope depend on platform configuration and supported extensions. WebbLMS does not provide a proprietary webhook orchestration layer.

Data Import and Export

WebbLMS supports data portability using standard Moodle tools and formats, including:

- CSV-based user and enrolment imports

- Course backup and restore packages

- Export of grades, completion data, and reports in common formats

These mechanisms support institutional reporting, migration, and exit requirements.

Student Information System (SIS) Integration

WebbLMS does not provide a proprietary SIS. Integration with external SIS or administrative systems is supported through:

- Standard Moodle enrolment mechanisms

- API-based data exchange

- Scheduled import or synchronisation processes

Specific integration approaches depend on customer systems and configuration. Custom integration development is outside the scope of standard subscriptions.

Single Sign-On and Identity Standards

WebbLMS supports institutional identity integration using commonly adopted standards, including:

- SAML-based single sign-on

- OAuth / OpenID Connect (OIDC)

- Directory-based authentication (e.g. LDAP)

SSO availability and configuration depend on subscription tier and customer identity infrastructure. Customers remain responsible for identity governance and access policies.

12. Reporting & Analytics

WebbLMS provides reporting and analytics capabilities through Moodle's native reporting framework and supported reporting extensions. These capabilities are designed to support instructional oversight, operational monitoring, and institutional reporting requirements without reliance on proprietary analytics tooling.

Reporting access is governed by role-based permissions and is configurable at course and site level.

Standard Reports Available

WebbLMS includes a set of standard, pre-configured reports available to authorised users. Additional WebbLMS-configured reports available as standard include:

- Inactive Students (e.g. 30-day inactivity) – identifies learners who have not engaged with course activity within a defined period

- Grading Status Overview – provides visibility into grading progress and outstanding assessments

- Course Overview – summarises course structure, enrolment, and high-level activity data

- Learner Progress Overview – tracks completion and progression against course requirements

- Course Participation – reports on learner participation and engagement within a course

These reports draw on core Moodle data sources such as courses, participants, activity completion, and grades, and are available without custom development.

Custom Reporting Options

In addition to standard reports, WebbLMS supports custom report creation for authorised administrative users.

Custom reporting capabilities include:

- Selection of data sources such as users, courses, enrolments, activities, and grades

- Filtering and grouping of results based on defined criteria

- Parameterised reports for repeated use

- Role-restricted access to sensitive data

Custom reports are created using supported reporting tools and standard Moodle mechanisms. WebbLMS does not provide bespoke report development as part of the standard service.

Export Formats

Reports and datasets may be exported in common, institution-friendly formats, including:

- CSV

- Spreadsheet-compatible formats (e.g. XLSX where supported)

- HTML or on-screen tabular views

Export availability depends on report type and user permissions. Exported data may be used for offline analysis, compliance reporting, or integration with external systems.

Usage and Engagement Metrics

WebbLMS provides visibility into learner and course engagement through a combination of standard reports and activity tracking features.

Metrics available include:

- User login and activity history

- Participation in course activities

- Completion status of learning activities

- Assessment submission and grading progress

These metrics support instructional monitoring, early identification of disengaged learners, and operational review.

Audit and Compliance Reporting

WebbLMS supports audit and compliance reporting through Moodle's built-in logging and reporting capabilities.

Audit-related reporting includes:

- User authentication and access events

- Activity-level interactions

- Assessment and grading actions

- Administrative changes such as enrolments, role assignments, and configuration updates

Audit data may be reviewed by authorised administrators to support governance, compliance reviews, and incident investigation.

Retention of audit data follows Moodle defaults and may be configured in line with institutional policy and applicable legal requirements.

13. Implementation & Onboarding

WebbLMS is designed to support rapid, repeatable deployment of managed Moodle environments with minimal implementation overhead. The implementation approach prioritises consistency, operational reliability, and clear separation of responsibilities between WebbLMS and the customer.

Provisioning Process

Customer environments are provisioned following subscription confirmation and completion of required onboarding information.

Provisioning typically includes:

- Allocation of a dedicated LMS application environment

- Configuration of core platform settings

- Application of the standard WebbLMS configuration and supported plugins

- Setup of initial administrator access

Provisioning is performed entirely by WebbLMS. Customers are not required to perform infrastructure or system-level configuration.

Deployment Timelines

WebbLMS environments are typically provisioned within a short timeframe following subscription confirmation.

Actual timelines may vary based on:

- Selected hosting region

- Initial configuration requirements

WebbLMS does not commit to fixed deployment timelines unless explicitly agreed in writing.

Migration Support

WebbLMS supports migration of existing Moodle-based environments using standard Moodle mechanisms.

Supported approaches include:

- Course backup and restore

- User and enrolment imports via CSV

- Transfer of compatible course content and activity data

Migration support is limited to standard tools and formats. Complex migrations, third-party LMS conversions, or data transformation services are outside the scope of standard subscriptions.

Administrator Onboarding

WebbLMS provides onboarding support to enable designated administrators to access and operate the platform effectively.

This typically includes:

- Access to the provisioned environment

- Orientation to core administrative workflows and configuration boundaries

- Clarification of operational responsibilities between WebbLMS and the customer

Ongoing training, instructional design services, or bespoke onboarding programmes are not included unless separately agreed.

14. Training & Documentation

WebbLMS does not provide proprietary or formal training programmes as part of the standard service. Training and documentation are delivered through freely available Moodle resources and self-service materials, supplemented by operational assistance where appropriate.

This approach reflects the established Moodle ecosystem and allows institutions to adopt training practices aligned with their own pedagogical and operational models.

Administrator Documentation

System administrators are directed to official Moodle administrator documentation, which covers:

- Platform configuration and administration

- User and role management

- Course and activity management

- Security and operational considerations

WebbLMS does not produce or maintain separate administrator training manuals, except for limited service-specific operational notes where required.

Instructor Documentation

Instructors and course designers may access official Moodle teacher documentation, which includes guidance on:

- Course creation and management

- Activity and assessment configuration

- Grading workflows and feedback

- Learner engagement tools

These resources are maintained by the Moodle project and are publicly available.

Learner Documentation

Learners are supported through:

- Moodle's standard learner help resources

- In-platform contextual help where available

- Institution-provided guidance and onboarding materials

WebbLMS does not provide learner training materials or instructional content.

Knowledge Base

WebbLMS provides access to a service-focused knowledge base via its support interface. This includes guidance on:

- Platform access and environment-related questions

- Common operational and support topics

- Troubleshooting of service-related issues

The knowledge base is intended to support WebbLMS service usage and does not replace Moodle documentation or institutional training resources.

Training Formats

WebbLMS supports the following enablement approaches:

- Self-service learning through publicly available Moodle documentation

- Assisted operational support for service-related questions via standard support channels

Formal training delivery, certification programmes, workshops, or instructional design services are out of scope for the standard service unless explicitly agreed in writing.

15. Support & Customer Success

WebbLMS provides customer support through a centralised Helpdesk focused on platform availability, operational stability, and service-related assistance. Support is designed to maintain reliable access to hosted LMS environments and to assist with standard administrative workflows.

WebbLMS does not provide instructional design, pedagogical consulting, or end-user training as part of standard support.

Support Channels

Customer support is provided primarily through a web-based helpdesk.

Support requests may also be submitted via:

- Email: support@webblms.com

All support requests are logged, tracked, and prioritised through the helpdesk system.

Support Hours

Standard support is provided during business hours, based on WebbLMS's primary operating region.

Support outside standard hours is limited to critical incidents affecting service availability and may depend on subscription tier or separate agreement.

Response Time Targets

Support requests are prioritised by severity and impact. Typical initial response targets are:

- Critical (service unavailable): within 4 business hours

- High (significant service degradation): within 1 business day

- Medium (functional issues or errors): within 2 business days

- Low (general queries or requests): within 3 business days

Response times refer to acknowledgement and initial investigation and do not represent guaranteed resolution times.

Escalation Process

Issues that cannot be resolved through standard support handling may be escalated internally based on severity and impact.

Escalation may include:

- Senior technical review

- Infrastructure-level investigation

- Coordination with underlying service providers where required

Customers are notified where escalation materially affects expected resolution timelines.

16. Maintenance & Change Management

WebbLMS manages platform maintenance and change activities as part of the hosted service. Changes are governed by principles of stability, security, and compatibility, with the aim of minimising disruption to teaching and learning.

Change management practices align with Moodle's release lifecycle and the operational requirements of a managed LMS service.

Release Cadence

WebbLMS applies updates on an ongoing basis, which may include:

- Security patches and critical fixes

- Maintenance updates

- Supported Moodle version upgrades

The timing and frequency of releases depend on the nature and urgency of the change. WebbLMS does not operate a fixed public release calendar.

Backward Compatibility

WebbLMS prioritises backward compatibility where reasonably possible. This includes:

- Maintaining compatibility with supported Moodle releases

- Avoiding changes that would materially disrupt existing course content or configurations

- Testing supported plugins prior to deployment

Backward compatibility cannot be guaranteed in all cases, particularly where upstream changes are required to address security, stability, or platform support requirements.

Feature Deprecation

Features may be deprecated where they are:

- No longer supported by Moodle

- Superseded by improved alternatives

- Identified as posing security, performance, or operational risks

Where feasible, deprecation is managed in a controlled manner. WebbLMS does not guarantee indefinite support for any specific feature or plugin.

Advance Notice of Material Changes

Where a change is expected to materially affect platform behaviour, configuration, or supported features, WebbLMS will take reasonable steps to provide advance notice.

Notice may include:

- A description of the change and potential impact

- Recommended actions for administrators

- Indicative timelines

Emergency changes required to address security or stability risks may be applied without advance notice.

17. Business Continuity & Disaster Recovery

WebbLMS maintains business continuity and disaster recovery practices appropriate to a managed, single-tenant LMS service. These practices are designed to reduce the risk of data loss and support restoration of service following operational incidents, infrastructure failures, or other disruptive events.

The business continuity approach focuses on environment recovery, not continuous availability or zero-data-loss guarantees.

Backup Frequency and Retention

Hosted customer environments are backed up on a weekly basis.

- Older backups are automatically removed as part of normal retention management

- Backups are managed at the infrastructure level

Backups are intended to support restoration of the hosted LMS environment in the event of data loss, corruption, or service disruption.

Backup Scope and Purpose

Backups capture the data and system state required to restore a customer environment to a previous operational point.

They are intended to support operational recovery only and are not a substitute for institutional archiving, records management, or long-term retention policies. Customers remain responsible for managing instructional content, learner records, and exports in accordance with their own governance requirements.

Restore Testing

Backup and restore procedures are validated as part of operational maintenance and incident response activities.

Routine, scheduled restore testing for individual customer environments is not performed unless explicitly agreed. Restore operations are executed when required to address data loss or service disruption scenarios.

Disaster Recovery Objectives (RPO / RTO)

WebbLMS does not publish contractual Recovery Point Objective (RPO) or Recovery Time Objective (RTO) commitments as part of the standard service.

Operational recovery is best-effort and depends on:

- Timing of the most recent available backup

- Nature and scope of the incident

- Infrastructure availability and external dependencies

Any specific RPO or RTO requirements must be addressed through separate written agreement.

Regional Failure Handling

Customer environments are hosted in a single selected geographic region.

WebbLMS does not operate automatic cross-region failover or active-active regional redundancy as part of the standard service. In the event of a regional infrastructure failure, WebbLMS will take reasonable steps to assess recovery options, which may include restoration within the affected region or recovery from available backups.

Outcomes depend on incident characteristics and are not guaranteed.

18. Exit, Data Portability & Vendor Lock-In

WebbLMS is built on open standards and the Moodle platform, enabling customers to retain control of their data and avoid vendor lock-in. Exit and transition processes are designed to allow customers to retrieve their data using standard, non-proprietary mechanisms.

Data Export Formats

Customers may export data from their WebbLMS environment using standard Moodle tools and formats, including:

- Course backup files suitable for restoration into another Moodle environment

- CSV exports of users, enrolments, grades, and reports

- Download of course content, files, and learning materials

These formats support portability to other Moodle-based platforms or compatible learning systems.

Exit Assistance

WebbLMS provides reasonable assistance to support customer exit, limited to:

- Maintaining platform access during the applicable notice period

- Providing access to standard export and backup tools

- Responding to questions related to data access and export procedures

Bespoke migration services, data transformation, or conversion to third-party platforms are outside the scope of standard subscriptions and may require separate agreement.

Post-Termination Data Retention

Following termination, customer data may be retained for a limited period to allow completion of export or recovery activities.

Retention periods are defined in line with operational and legal requirements and are not intended for long-term storage. Customers are responsible for completing data exports within the applicable timeframe.

Data Deletion

After the post-termination retention period expires, customer data is permanently deleted from active systems and backups as part of standard data lifecycle management.

Deletion is performed in accordance with WebbLMS operational procedures and applicable legal requirements. Customer LMS data is not retained beyond required retention periods unless otherwise agreed in writing.

Transition Support

WebbLMS aims to support an orderly transition and minimise disruption during customer exit.

Transition support is limited to continued access for data export and clarification of standard exit procedures. WebbLMS does not provide ongoing hosting, support, or data access after termination and completion of deletion processes.

19. Legal & Commercial Terms

This section provides a high-level summary of the legal and commercial terms governing use of the WebbLMS service and is provided for procurement transparency only.

The binding and authoritative terms are set out in the WebbLMS Terms of Service, Privacy Policy, and Refund Policy. In the event of any inconsistency, those documents prevail.

Terms of Service Summary

WebbLMS is provided as a subscription-based, managed learning management service built on the Moodle open-source platform.

Under the Terms of Service:

- Each customer is provisioned a dedicated or logically isolated LMS environment

- WebbLMS is responsible for hosting, infrastructure, maintenance, monitoring, and selected supported plugins

- Customers are responsible for account security, user activity, and compliance with applicable laws

- Moodle is governed by its own open-source license, which is not modified by WebbLMS terms

- Use of the service is limited to authorised users with appropriate legal authority

Privacy Policy Summary

The WebbLMS Privacy Policy governs the collection, use, and protection of personal data.

Key principles include:

- WebbLMS acts as data controller for website visitors, prospects, and account holders

- WebbLMS acts solely as data processor for learner and end-user data within customer LMS environments

- Customers remain responsible for lawful processing, notices, consent, and data subject rights relating to LMS data

- Personal data is not sold or used for advertising purposes

Refund and Cancellation

Subscriptions are billed and managed by Paddle, acting as Merchant of Record.

Under the Refund and Cancellation Policy:

- Subscriptions renew automatically unless cancelled prior to renewal

- Customers may cancel at any time through Paddle

- Access continues until the end of the current billing period

- Fees already paid are non-refundable unless otherwise required by law

- Trial environments may be offered at WebbLMS's discretion and may be subject to limitations

Governing Law

The Terms of Service are governed by the laws of the Republic of South Africa, excluding conflict-of-laws principles.

The courts of South Africa have exclusive jurisdiction, except where mandatory local consumer protection laws apply.

Intellectual Property

Customers retain ownership of all data and content uploaded to or generated within their WebbLMS environment.

WebbLMS retains all rights in:

- The WebbLMS platform and provisioning systems

- Automation, scripts, and infrastructure tooling

- Branding, documentation, and proprietary operational materials

No rights are transferred except as expressly stated in the Terms of Service.

Indemnities and Limitations

The Terms of Service include customary provisions, including:

- Disclaimer of warranties to the maximum extent permitted by law

- Limitation of liability to fees paid in the preceding twelve (12) months

- Exclusion of indirect, incidental, or consequential damages

- Customer indemnification for claims arising from service use, customer data, or legal violations

Nothing limits liability where such limitation is prohibited by law.

Relationship to This Document

This Technical Specifications & Compliance Pack is provided for informational and procurement review purposes only.

It does not amend, replace, or override the WebbLMS Terms of Service, Privacy Policy, Refund Policy, or any executed contractual agreement.

20. Pricing & Licensing

WebbLMS is licensed and priced as a subscription-based, hosted LMS service. Pricing is designed to be transparent, predictable, and aligned to institutional usage patterns rather than short-term activity spikes.

Commercial terms, pricing schedules, and plan limits are defined in separate commercial documentation and may change over time. This section is provided for structural clarity only.

Pricing Model

WebbLMS subscriptions are priced based on a combination of:

- Annual Active Users (AAU)

- Allocated platform capacity and resources

- Included features and supported configuration

The pricing model reflects the cost of providing a dedicated or logically isolated LMS environment, managed infrastructure, platform maintenance, and operational support.

Infrastructure, licensing, and operational services are bundled into a single subscription fee rather than itemised individually.

Annual Active User (AAU) Definition

An Annual Active User (AAU) is defined as a unique user account that authenticates to the WebbLMS platform at least once during a rolling twelve (12) month period.

AAU is measured cumulatively over the year and is not reset monthly. This approach aligns with academic and training cycles and avoids penalising short-term peaks such as enrolment or assessment periods.

Specific AAU thresholds and measurement mechanics are defined in applicable commercial documentation.

Included vs Optional Features

Each WebbLMS subscription plan includes a defined set of platform features, configuration options, and operational support.

Included elements typically cover:

- Core LMS functionality

- Hosting and infrastructure management

- Platform maintenance and backups

- Standard support

Certain features, configurations, or service levels may be limited to specific plans or available only by separate agreement. Feature availability is determined by plan selection and documented outside this compliance pack.

Custom Enterprise Pricing

Custom pricing arrangements may be available for institutional or enterprise customers with specific requirements, such as:

- Higher AAU thresholds

- Enhanced support or service levels

- Non-standard contractual terms

Any custom pricing or licensing arrangements must be agreed in writing and documented separately.

21. Roadmap & Product Evolution

WebbLMS evolves in alignment with the Moodle ecosystem, security best practices, and the operational needs of educational and training institutions. Product evolution prioritises stability, standards alignment, and long-term maintainability over rapid feature expansion.

This section is provided for transparency only and does not constitute a commitment to deliver specific features or timelines.

High-Level Roadmap

WebbLMS maintains an internal roadmap focused on:

- Adoption of supported Moodle releases

- Ongoing improvements to reliability and performance

- Refinement of administrative and reporting capabilities

- Incremental enhancements to platform configuration and usability

Roadmap priorities are informed by platform maturity, security requirements, and aggregated customer feedback. High-level roadmap information may be shared on request and remains subject to change.

Commitment to Standards Evolution

WebbLMS monitors and aligns with the evolution of relevant standards, including:

- Learning interoperability standards (e.g. LTI, SCORM, xAPI)

- Accessibility guidelines (e.g. WCAG updates)

- Data protection and privacy frameworks in applicable jurisdictions

Where changes materially affect platform operation or compliance expectations, WebbLMS evaluates and adopts updates in line with supported Moodle releases and operational feasibility.

Security and Compliance Evolution

WebbLMS maintains a continuous focus on strengthening its security and compliance posture, including:

- Ongoing improvement of security controls and monitoring

- Timely adoption of security patches and upstream platform fixes

- Periodic review of operational practices against commonly referenced frameworks (e.g. ISO 27001, SOC 2, NIST principles)

Formal certifications or audits may be considered in the future but are not currently guaranteed or implied.

22. Declarations and Attestations

WebbLMS makes the following declarations and attestations in connection with the provision of the Services.

No Data Resale

WebbLMS does not sell, rent, or trade customer or end-user data to third parties.

Customer LMS data is processed solely for the purpose of providing the Services, in accordance with customer instructions, the WebbLMS Privacy Policy, and applicable law.

No Advertising or Marketing Use of Data

WebbLMS does **not** use customer data or end-user personal data for advertising, behavioural profiling, or targeted marketing.

Personal data is not used to create advertising profiles and is not shared with third parties for advertising purposes.

Sub-Processing Controls

WebbLMS does not engage sub-processors without appropriate contractual safeguards.

Where sub-processors are used to support service delivery, they are engaged under confidentiality, security, and data protection obligations consistent with WebbLMS policies and applicable law. Unauthorised sub-processing of customer LMS data is not permitted.

Compliance with Applicable Laws

WebbLMS operates the Services in compliance with applicable laws and regulations, including:

- Data protection and privacy laws in relevant jurisdictions

- Applicable education-related regulations where WebbLMS acts as a service provider

- General commercial and consumer protection requirements

Customers remain responsible for compliance obligations arising from their own use of the Services, including sector-specific or jurisdiction-specific requirements.

Relationship to Contractual Terms

These declarations are provided for procurement transparency and summary purposes only.

They do not amend, replace, or override the binding commitments set out in the WebbLMS Terms of Service, Privacy Policy, Refund Policy, or any executed contractual agreement.

Summary & Sign-Off

This Technical Specifications & Compliance Pack has been prepared to support institutional procurement, risk assessment, and technical due diligence for the WebbLMS service.

It describes WebbLMS's platform capabilities, operational practices, security posture, and compliance alignment as they apply to a managed, Moodle-based learning management service delivered on a subscription basis. The document is intended to provide transparency into how WebbLMS is designed, operated, and governed, and to assist customers in evaluating suitability for their specific educational or training requirements.

Unless explicitly stated otherwise, this document is informational in nature and does not create contractual commitments, service guarantees, or legally binding obligations. The authoritative and binding terms governing the use of WebbLMS are set out in the WebbLMS Terms of Service, Privacy Policy, Refund Policy, and any executed written agreements between the parties.

WebbLMS welcomes reasonable procurement, security, and compliance enquiries and is committed to engaging constructively with institutional customers throughout evaluation, onboarding, and ongoing service delivery.

For WebbWorx (Pty) Ltd

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