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(1) <<Ins<div> provider>>

(2) <<Ins<div> t>>

IT SUPPORT AGREEMENT

THIS AGREEMENT is made the <<insert day>> of <<insert month>>, <<insert year>>

BETWEEN:

- (1) <<Name of Service Provider>> incorporated in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at <<Registered Office>> ("the Service Provider")
- (2) <<Name of Client>> a company incorporated in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at <<Registered Office>> ("the Client")

WHEREAS:

- (1) The Service Provider is engaged in providing IT support services and has reasonable skill, knowledge and experience in that field.
- (2) The Client wishes to engage the Service Provider to provide the Support Services subject to, and in accordance with, the conditions of this Agreement.
- (3) The Service Provider wishes to provide the Support Services in accordance with, the terms and conditions of this Agreement.

IT IS AGREED as follows:

1. Definitions and Interpretation

- 1.1 In this Agreement, unless otherwise requires, the following expressions have the meanings set out below:

"Acceptable Delay Time" means the period of time which the Response Time may be exceeded by the Service Provider under Clause 8 for reasons other than, including, but not limited to, travel time;

"Agreement Review" means a formal review of the Agreement which will be conducted in accordance with Clause 7 at the intervals specified in Clause 7;

"Business Day" means any day other than Saturday or Sunday) on which the Client's offices are open for their full range of services at <<insert location>>;

"Business Hours" means the hours of the Service Provider which are specified in Clause 8, e.g. 8am to 6pm, Monday to Friday;

"Client's Representative" means the person named in Clause 7 and position>> who shall be responsible for liaising with the Service Provider's representatives in accordance with Clause 7, or such other person as the Client may from time to time

“Client’s Management Representative”

“Client’s Performance Representative”

“Commencement Date”

“Confidential Information”

“Data Protection Legislation”

“Default Fee”

“Fees”

“Issue Level”

“Performance Report”

“Premises”

“Response Time”

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and position>> who shall be
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who the Client may from time to

and position>> who shall be
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accordance with the Service Levels
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ch this Agreement comes into
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ther Party, information which is
by the other Party pursuant to or
Agreement or otherwise (whether
y other medium, and whether or
xpressly stated to be confidential
interpreted as such);

gislation in force from time to time
applicable to data protection and
ot limited to, the UK GDPR (the
n of the General Data Protection
679), as it forms part of the law of
otland, and Northern Ireland by
e European Union (Withdrawal)
tection Act 2018 (and regulations
the Privacy and Electronic
lations 2003 as amended;

by the Service Provider to the
et the required Service Levels in
ovisions of Clause 8 and
ce with Schedule 2;

e by the Client to the Service
with Clause 5 and Schedule 2;

el of a Support Request as

g the performance of the Support
he Service Levels, prepared in
ovisions of Clause 8 and

mises at <<insert address>> or
s may be notified from time to time
vice Provider;

which the Service Provider must
request as set out in Clause 8;

“Service Levels”

“Service Provider’s Representative”

“Service Provider’s Management Representative”

“Service Provider’s Performance Representative”

[“Specified Equipment”

“Support Request”

“Support Services”

“Term”

1.2 Unless the context

1.2.1 “writing”, and
communicat
similar mean

1.2.2 a statute or
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Schedules a

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1.2.6 a "Party" or t

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and position>> who shall be
with the Client’s Representative in
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and position>> who shall be
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service provider may from time to

and position>> who shall be
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cordance with the Service Levels
n other person who the Service
e to time nominate;

oftware and hardware to which the
apply as set out in Schedule 1;]

upport Services submitted by the
vider by means of <<insert
ephone, support ticket etc.>>;

ervices to be provided by the
Client as set out in Clause 6 and

Agreement as set out in Clause 2.

reference in this Agreement to:

tion, includes a reference to any
hnic or facsimile transmission or

e is a reference to that statute or
at the relevant time;

this Agreement and each of the
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ement; and

ce to a Clause of this Agreement
graph of the relevant Schedule.

parties to this Agreement.

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2. **Term of Agreement**

- 2.1 This Agreement will commence on the Commencement Date of <<insert Commencement Date>> and shall be in force for an initial Term of <<insert period>> from the Commencement Date to the provisions of Clauses 7 and 10.
- 2.2 Subject to the Agreement, the Term of this Agreement may be extended in periods of <<insert period>> (which shall thereafter be deemed to be part of the Term).

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3. **Service Provider's Obligations**

- 3.1 The Service Provider shall provide Support Services to the Client in accordance with the Service Level Agreement and Schedule 1 and in accordance with the required Service Level Agreement Clause 8 and Schedule 3.
- 3.2 The Service Provider shall provide the Support Services under this Agreement in a reasonable and timely manner in accordance with the provisions of this Agreement.
- 3.3 The Service Provider shall provide the Client with such information and advice in connection with the Support Services as the Client may, from time to time, require both before and during the provision of the Support Services.
- 3.4 The Service Provider shall endeavour to keep the Client informed of any special requirements) applicable to the Support Services. To the extent necessary and practicable, the Service Provider and the Client shall promptly take steps to meet such requirements. These steps shall not otherwise alter the provisions of the Agreement, subject to each Party's right to review such changes.

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4. **Client's Obligations**

- 4.1 The Client shall provide the Service Provider with such information in connection with the Support Services as the Service Provider may, from time to time, require both before and during the provision of the Support Services.
- 4.2 The Client shall provide the Support Services in a reasonable and timely manner in accordance with the provisions of this Agreement.
- 4.3 The Client shall provide the Service Provider with such information and all reasonable instructions issued by the Service Provider in connection with the Support Services. The Service Provider shall not be liable for any failure to provide the Support Services or any part thereof as a result of the Client's failure to follow any such instruction.
- 4.4 [The Client shall install and maintain the hardware and/or software and/or software is to be used for the Support Services forthwith of any new computer hardware and/or software to be used for the Support Services.]
- 4.5 The Client shall allow the Service Provider and its personnel access at all reasonable times to the Client's premises for the purpose of providing the Support Services.

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- 4.6 The Client shall use the Service Provider to keep the Service Provider informed of any special requirements) applicable to the Support Services. To the extent necessary and as under sub-Clause 7.6 to request a meeting to review such changes.

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5. Fees, Payment and Records

- 5.1 The Client shall pay the Service Provider in accordance with the provisions of Schedule 1 for the Support Services provided in accordance with the terms and conditions of this Agreement.
- 5.2 [In the event that the Service Provider increases the Fees during the Term of this Agreement, the Client shall request a meeting under sub-Clause 7.6 to review such changes.]
- 5.3 All payments required by the Client shall be made with the <<insert currency>> to the bank in <<insert location>> as nominated, without any set-off, and net of any tax as that Party is required to deduct or withhold.
- 5.4 Where any payment is required to be made on a day which is not a Business Day, the payment shall be made on the next following Business Day.
- 5.5 If either Party fails to make a payment when due, notwithstanding sub-Clause 5.4, the amount shall bear interest from the due date until payment is made at a rate of <<insert percentage>> above the base rate from time to time.

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6. Provision of the Support Services

- 6.1 The Service Provider shall provide the Support Services in accordance with the terms and conditions of this Agreement, as specified in Clause 1 and the Service Levels as specified in Schedule 1.
- 6.2 The Service Provider shall provide the Support Services only as specified in Schedule 1, and in only in relation to the equipment specified in writing by the Parties.
- 6.3 The Service Provider shall ensure that it complies with all applicable laws, regulations, codes of conduct and any other rules relevant to the Support Services.
- 6.4 The Service Provider shall take proper care to ensure that the manner in which it provides the Support Services does not have any adverse effect on the name, reputation or business of the Client.

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- 6.5 In the event that the Service Provider fails to provide the Support Services to the Client in accordance with the terms and conditions of this Agreement or in the event of any other breach which adversely affects the provision of the Support Services, the following provisions will apply:
- 6.5.1 the Client may terminate the Agreement with the Service Provider requiring the Service Provider to provide the Support Services to the Client within 30 days of the termination date;
- 6.5.2 if the Service Provider fails to provide the Support Services to the Client in accordance with any such notice given under sub-Clause 6.5.1, the Client may terminate the Agreement with the Service Provider and the Service Provider shall be liable to the Client for the cost of obtaining any of the Support Services from any third party until such time as it has been rectified or, in the event of a permanent failure, until such time as the Service Provider has provided the Support Services to the Client on demand to the Client by way of a replacement which the cost to the Client of obtaining the Support Services under sub-Clause 6.5.2.1 shall be the same as the cost of obtaining the same from the Service Provider plus a sum equal to any loss (including loss of business) suffered by the Client as a result of the Service Provider's failure to provide the Support Services to the Client under sub-Clause 6.5.2 shall not be limited.
- 6.6 The obligations of the Service Provider shall not be affected by the termination of the Agreement.
- 6.7 The rights of the Client shall be in addition to, and not limited to, its rights under the Agreement and the remedies of the Client including, but not limited to, the remedies of the Client arising under the Agreement.
- 6.8 [Subject to its obligations under the terms and conditions of this Agreement, the Service Provider shall be obliged to provide the Support Services to the Client at any time (and without obligation to the Service Provider) to arrange for any of the Support Services or otherwise) to be provided by any third party.
- 6.9 [The Service Provider shall be obliged to provide any services or for the benefit of the Client or for the benefit of the Client within <<insert text>> of the Client in Buckinghamshire>> with the written consent of the Client, such consent not to be unreasonably withheld or delayed.]
7. **Support Service and Agreement**
- 7.1 The Client and the Service Provider shall arrange meetings between the Client's Representative and the Service Provider's Representative at regular intervals in order to discuss the provision of the Support Services, where relevant, in accordance with Clause 8 and Schedule 3.
- 7.2 Both Parties shall participate in the meetings held pursuant to sub-Clause 7.1 within 30 days of the date of such meetings and shall use

their reasonable endeavours to be taken with respect to the Support Services and the performance of the Agreement.

- 7.3 The Client and the Service Provider shall arrange meetings between the Client's Management Representative and the Service Provider's Management Representative at regular intervals (e.g. quarterly) in order to discuss matters relating to the performance of the Support Services and any other matters relating to the provision of the Support Services.
- 7.4 In addition to the meetings referred to in Clause 7.3, the Client's Management Representative and the Service Provider's Management Representative shall, at least once per year, conduct an Agreement Review during which they shall review the Agreement, its terms and conditions, and agree any changes. Any such agreed changes shall not be effective unless they are agreed and signed by the duly authorised representatives of both the Client and the Service Provider.
- 7.5 No later than <<insert date>> of the end of the current Term of this Agreement, the Client's Management Representative and the Service Provider's Management Representative shall conduct an Agreement Review. The date of the next Agreement Review shall be determined. In the event that the Agreement is agreed upon, the provisions of sub-Clause 7.4 shall apply.
- 7.6 Notwithstanding the above, in the event that changes to the Agreement are required for legal, legislative or regulatory reasons, the Service Provider shall have the right to call for an Agreement Review. Any such agreed changes shall not be effective unless they are agreed and signed by the duly authorised representatives of both the Client and the Service Provider.

any and all agreed actions to be taken with respect to the Support Services, the Service Levels and the performance of the Agreement.

l arrange meetings between the Client's Management Representative and the Service Provider's Management Representative at regular intervals (e.g. quarterly) in order to discuss matters relating to the performance of the Support Services and any other matters relating to the provision of the Support Services.

use 7.3, the Client's Management Representative and the Service Provider's Management Representative shall, at least once per year, conduct an Agreement Review during which they shall review the Agreement, its terms and conditions, and agree any changes. Any such agreed changes shall not be effective unless they are agreed and signed by the duly authorised representatives of both the Client and the Service Provider.

e end of the current Term of this Agreement, the Client's Management Representative and the Service Provider's Management Representative shall conduct an Agreement Review. The date of the next Agreement Review shall be determined. In the event that the Agreement is agreed upon, the provisions of sub-Clause 7.4 shall apply.

e 7.4, in the event that changes to the Agreement are required for legal, legislative or regulatory reasons, the Service Provider shall have the right to call for an Agreement Review. Any such agreed changes shall not be effective unless they are agreed and signed by the duly authorised representatives of both the Client and the Service Provider.

8. **Service Levels and Response Times**

- 8.1 The Service Provider shall endeavour to provide the Support Services in accordance with the Service Levels and Response Times:

Issue Level
Issue Level 1
Issue Level 2
Issue Level 3
<<Insert additional levels>>

endeavours to provide the Support Services in accordance with the Service Levels and Response Times:

Response Time
period e.g. 30 minutes>>
period e.g. 1 hour>>
period e.g. 2 hours>>
<<Insert additional levels>>

- 8.2 The Response Time referred to in Clause 8.1 refers only to the time within which the Service Provider gives notification of the time taken to resolve save that the Service Provider shall use reasonable endeavours to

e 8.1 refer only to the time within which the Service Provider gives notification of the time taken to resolve save that the Service Provider shall use reasonable endeavours to

- resolve issues as quickly as possible.
- 8.3 The following Acceptable Delay Times shall apply to the Issue Levels as follows:

Issue Level	Acceptable Delay Time
Issue Level 1	Response period e.g. 5 minutes>>
Issue Level 2	Response period e.g. 10 minutes>>
Issue Level 3	Response period e.g. 20 minutes>>
<<Insert additional levels>>	

- 8.4 In the event that the Service Provider exceeds the Acceptable Delay Time for the relevant Issue Level, the Service Provider shall be responsible for the Client a Default Fee calculated in accordance with Schedule 2.
- 8.5 Continued delays shall result in the Client being charged Default Fees each time the applicable Acceptable Delay Time is exceeded after the Service Provider responds.
- 8.6 In the event that the Service Provider exceeds the Response Time for the relevant Issue Level multiple>>, the Client shall have the option of claiming a Default Fee as set out in Schedule 2 or shall have the right to terminate this Agreement in accordance with sub-Clause 7.1.
- 8.7 In the event that the Service Provider does not have access to the Client's Premises for the purposes of providing the Services, the Service Provider shall not be liable for any Default Fees if it is unable to access the Client's Premises due to the fault of the Client.
- 8.8 For the purposes of managing performance under this Agreement the Client shall appoint the Client's Performance Representative and the Service Provider shall appoint a "Performance Representative" (each as defined for the purposes of this Clause 8). It shall be the responsibility of the Performance Representatives to ensure that the Services are provided in accordance with the Service Levels and the terms and conditions of this Agreement.
- 8.9 The provision of the Services shall be monitored by the Client's Performance Representative [the Service Provider's Performance Representative] in accordance with the provisions of Schedule 3.
- 8.10 All data collected in accordance with Clause 8 and to Schedule 3 shall be reported to the Client's Performance Representative(s) pursuant to this Clause 8 and to Schedule 3 at the interval presented in <<insert interval, e.g. monthly>> Performance Report prepared by [the Client] [and] OR [the Service Provider].
- 8.11 Performance Reports shall be provided within the time period specified in Schedule 3, to the Client's Performance Representative and the Service Provider's Performance Representative shall be held in accordance with sub-Clause 7.1.

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10.2.1 any sum owing by the other Party under any of the provisions of this Agreement shall be paid within <<insert period>> of the due date for payment;

10.2.2 the other Party shall, within <<insert period>> after being given written notice giving details of the breach and requiring it to be remedied; or

10.2.3 an encumbrance is placed on, or where the other Party is a company, a charge is created over, any of the property or assets of the other Party;

10.2.4 the other Party enters into an arrangement with its creditors or, where the other Party is a company, to an administration order (within the meaning of Section 86);

10.2.5 the other Party, or where the other Party is a company, or firm, has a bankruptcy order made against it, or goes into liquidation (except for reconstruction or re-construction and in such a manner that the other Party is bound by or subject to this Agreement);

10.2.6 anything is done in breach of the law of any jurisdiction or the law of the other Party;

10.2.7 the other Party ceases, to carry on business; or

10.2.8 control of the other Party is exercised by any person or connected person other than the other Party on the date of this Agreement. For the purposes of this Clause 11, "control" and "connected person" shall have the meanings ascribed thereto by Sections 112 and 113 of the Corporation Tax Act 2010.

10.3 The Client shall have the right to terminate this Agreement by giving written notice to the Service Provider in the event that the Service Provider fails to provide the Service in compliance with the Service Levels for as set out in sub-Clause 10.2.

10.4 The right to terminate this Agreement shall not be prejudiced by the fact that the other Party in respect of the breach concerned (if any) does not give notice to the Client.

11. Post-Termination

Upon the termination of this Agreement, the following shall apply:

11.1 any sum owing by either Party under any of the provisions of this Agreement shall be due and payable;

11.2 any rights or obligations of either Party to this Agreement may be terminated or shall remain in full force and effect after termination; and

11.3 termination shall not affect the right to damages or other remedy which the terminating Party may have in respect of the event giving rise to the termination or any other remedy which either Party may have in respect of the Agreement which existed at or before the date of termination.

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- 11.4 subject as provided rights, neither Party
- 11.5 each Party shall ret has not been transf provided for the pur
- 11.6 each Party shall (ex to use, either direc forthwith return to t which contain or rec

except in respect of any accrued er obligation to the other;

y materials in which the ownership which have, for any reason, been and

ed to in Clause 9) forthwith cease onfidential Information, and shall ments in its possession or control rmation.

12. Liability

- 12.1 The Service Provi subcontractors, age costs and liabilities in contract or in tor loss of or damage performance or failu the extent that suc contributed to by th any persons for whi
- 12.2 The Client shall i subcontractors, age costs and liabilities in contract or in tor loss of or damage performance by the extent that such contributed to by th for which the Client
- 12.3 Except as expressl or responsible to th for negligence) for:
- 12.3.1 any loss of r or any loss d
- 12.3.2 any special i
- 12.3.3 For the pur any expense a lesser am of the use d under this A

d hold harmless the Client, its n and against any and all claims, of whatsoever nature and whether eath of any person or persons or ng out of or in respect of the ns under this Agreement if and to es and expenses are caused or ssions of the Service Provider or s otherwise legally liable.

mless the Service Provider, its n and against any and all claims, of whatsoever nature and whether eath of any person or persons or ng out of or in respect of the under this Agreement if and to the s and expenses are caused or ssions of the Client or any persons e.

ment, neither Party shall be liable or otherwise (including any liability

acts, anticipated savings or profits,

loss howsoever arising.

12.3.1 "anticipated savings" means cts to avoid incurring or to incur in se have been the case by reason provided by the Service Provider

13. Force Majeure

Neither Party to this Agree their obligations where suc reasonable control of that failure, internet service p storms, earthquakes, acts event that is beyond the re

any failure or delay in performing from any cause that is beyond the ude, but are not limited to: power l action, civil unrest, fire, flood, governmental action or any other arty in question.

14. **[Data Protection**

The Service Provider will do all that is necessary to protect personal information as set out in the Service Provider's <<insert location(s)>> available from <<insert location(s)>>.]

15. **[Data Processing**

15.1 In this Clause 15, "data controller", "data processor", and "personal data" shall have the meaning defined in the Data Protection Legislation.

15.2 [All personal data transferred to the Service Provider on behalf of the Client under this Agreement shall be processed in accordance with the terms set out in the Data Processing Schedule and into by the Parties on <<insert date>> [pursuant to the Data Processing Schedule]

OR

15.2 [The Parties hereby agree that the Service Provider shall both comply with all applicable data protection requirements and shall ensure that the Service Provider shall not relieve the Client of its obligations set out in the Data Protection Legislation to move or replace any of those obligations.

15.3 For the purposes of the Data Protection Legislation and for this Clause 15, the Client is the "Data Controller" and the Service Provider is the "Data Processor".

15.4 The type(s) of personal data, the nature and purpose of the processing, and the data to be processed are set out in Schedule 4.

15.5 The Data Controller shall ensure that all necessary consents are in place for the transfer of personal data to the Data Processor for the purposes of the Agreement.

15.6 The Data Processor shall ensure that all personal data processed by it in accordance with the instructions under this Agreement:

15.6.1 Process the personal data in accordance with the written instructions of the Data Controller and shall not be otherwise required to process the personal data unless the Data Controller is otherwise required to process the personal data by law;

15.6.2 Ensure that appropriate technical and organisational measures (a) are in place to protect the personal data from accidental loss, destruction or damage or (b) are in place to protect the personal data from potential harm, taking into account the current state of the art and those measures are set out in Schedule 4;

15.6.3 Ensure that the Data Processor is contractually obliged to keep the personal data secure and to protect the personal data (whether or not the Data Processor is contractually obliged to keep the personal data secure and to protect the personal data)

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15.6.4 Not transfer personal data outside of the UK without the prior written consent of the Data Controller and only if the following conditions are met:

15.6.4.1 The Data Processor is established in a country which has/have adequate safeguards for the transfer of personal data;

15.6.4.2 The Data Processor or its agents have enforceable rights and obligations under the law;

15.6.4.3 The Data Processor complies with its obligations under applicable law, providing an adequate level of protection for personal data so transferred; and

15.6.4.4 The Data Processor complies with all reasonable instructions by the Data Controller with respect to the personal data;

15.6.5 Assist the Data Controller, at the Data Controller's cost, in responding to requests from data subjects and in ensuring its compliance with applicable Data Protection Legislation with respect to data security, breach notifications, impact assessments, and consultations with supervisory authorities (including, but not limited to, the Information Commissioner);

15.6.6 Notify the Data Controller without undue delay of a personal data breach;

15.6.7 On the Data Controller's instruction, delete (or otherwise dispose of) personal data and any and all copies thereof to the extent permitted by this Agreement unless it is required to retain such data by law; and

15.6.8 Maintain complete and accurate records of all processing activities and implement appropriate technical and organisational measures implemented necessary to ensure compliance with Clause 15 and to allow for audits by the Data Controller or any other person designated by the Data Controller.

15.7 [The Data Processor shall comply with any of its obligations with respect to the processing of personal data under Clause 15.]

OR

15.7 [The Data Processor shall not transfer any of its obligations to a sub-contractor with respect to the processing of personal data under this Clause 15 without the prior written consent of the Data Controller (such consent not to be unreasonably withheld). If the Data Processor appoints a sub-contractor, the Data Controller shall be notified in writing of the appointment.

15.7.1 Enter into a written agreement with the sub-contractor, which shall impose upon the sub-contractor the same obligations as are imposed upon the Data Processor under Clause 15 and which shall permit both the Data Controller and the Data Processor to enforce those obligations;

15.7.2 Ensure that the sub-contractor complies fully with its obligations under applicable Data Protection Legislation.]

15.8 Either Party may, at any time, terminate this Agreement by giving <<insert period, e.g. 30 calendar days>> notice, after which the other Party shall cease processing personal data in accordance with the processing clauses of this Agreement.

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18.1 Nothing in this Agreement, or the fact that the Parties are related, shall constitute, or be deemed to constitute, a partnership between the Parties, except as expressly provided, shall it constitute, or be deemed to constitute, an agency of any other Party for any purpose.

- ## 19. Notices

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if signed by, or on behalf of, the Party giving the notice.

19.2 Notices shall be deemed to have been given:

19.2.1 when delivered to the recipient by a registered messenger;

19.2.2 when sent, by any means, by electronic transmission;

19.2.3 on the fifth business day after the date of the ordinary mailing;

19.2.4 on the tenth business day after the date of the postage prepaid mailing;

in each case addressed to the recipient's last known address, e-mail address, or facsimile number notified to the Party giving the notice.

by the Party giving the notice.

given:

by a registered messenger (including during business hours of the recipient); or

by e-mail and a successful transmission is generated; or

by ordinary mailing, if mailed by national mail;

by airmail, if mailed by airmail,

to the recipient's last known address, e-mail address, or

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20. Law and Jurisdiction

20.1 This Agreement (including any amendments, modifications, or supplements) shall be governed by, and construed in accordance with, the law of England and Wales.

20.2 Any dispute, controversy, or claim between the Parties relating to this Agreement (including any amendments, modifications, or supplements) shall be referred to and determined by the courts of England and Wales.

any dispute, controversy, or claim arising out of or relating to this Agreement, shall be governed by, and construed in accordance with, the law of England and Wales.

any dispute, controversy, or claim between the Parties relating to this Agreement, shall be referred to and determined by the courts of England and Wales.

IN WITNESS WHEREOF this Agreement has been executed and signed by the undersigned in the presence of two witnesses, and the same has been written and signed by the undersigned in the presence of two witnesses.

SIGNED by
<<Name and Title of person signing>>
for and on behalf of <<Service Provider>>

In the presence of
<<Name & Address of Witness>>

SIGNED by

<<Name and Title of person signing>>
for and on behalf of <<Client's Name>>

In the presence of
<<Name & Address of Witness>>

executed the day and year first

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Support Services

<<Insert a complete specification of the Support Services to be provided by the Service Provider to the Client. Include any

>> to be provided by the Service Provider to the Client.>>

[Specified Equipment]

[<<Insert a detailed specification of the Equipment (including minimum versions / updates where relevant) which will

>> be provided by the Service Provider.>>]

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Fees and Payment

<<Insert complete details of the Fees and Payment including, but not limited to, the sum of the fees, etc.>>

Default Fees

<<Insert a scale of Default Fees for your choice.>>

[<<Insert details of a further Default Fee different to the standard Default Fee

port Services. Provide details of payments, invoicing methods

other calculation method of your

o-Clause 8.6 if this is to be

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Service Levels

Issue Levels

<<Insert a full specification of all Issues and their detailed definition of each.>>

Performance Monitoring

<<Provide a specification detailing what performance is to be monitored and measured. If a standard system is to be used, it should be specified. Specify what data will be collected and how that data relates to performance>>

Performance Report

<<Provide a specification / template for the Performance Report which will be used for recording performance>>

Submission of Performance Reports

<<Provide a timetable for the collection of data, the compilation of performance reports, and the submission of Reports to the Performance Representatives>>

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1. Data Processing

Scope

<<Insert description of the scope of the processing to be carried out>>.

Nature

<<Insert description of the nature of the processing to be carried out>>.

Purpose

<<Insert description of the purpose of the processing to be carried out>>.

Duration

<<Insert details of the duration of the processing>>.

2. Types of Personal Data

<<List the types of personal data to be processed>>.

3. Categories of Data Subject

<<List the categories of data subject>>.

4. Organisational and Technical Measures

<<Describe the organisational and technical measures to be implemented as referenced in Clause 15.6.2>>.

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