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THIS AGREEMENT is made the

BETWEEN:

- (1) <<Name of Data Controller>> registered in <<Country of Registration>> under number <<Company Number>> [of] <<insert Address>> (“Data Controller”) whose registered office is at] **OR**
- (2) <<Name of Data Processor>> registered in <<Country of Registration>> under number <<Company Number>> [of] <<insert Address>> (“Data Processor”) whose registered office is at] **OR**

WHEREAS:

- (1) [Under a written agreement dated <<insert date>> (“the Agreement”) the Data Processor provides to the Data Controller] **OR** [The Data Processor to provide to the Data Controller] the services described in Schedule 1.
- (2) The provision of the Services by the Data Processor involves it in processing the Personal Data described in Schedule 1 on behalf of the Data Controller.
- (3) Article 28(3) of the retained EU Law (the “GDPR”) ((EU) 2016/679) (the “UK GDPR”) requires the Data Controller and any organisation acting on its behalf to enter into a written agreement in writing between the Data Controller and any organisation acting on its behalf, which sets out the terms and conditions governing the processing of Personal Data on its behalf, in order to ensure compliance with the said provisions of the UK GDPR.
- (4) The Parties have agreed to enter into this Agreement to ensure compliance with the said provisions of the UK GDPR.
- (5) The terms of this Agreement shall apply to all Personal Data held by the Data Processor in relation to the processing of Personal Data carried out on behalf of the Data Controller and to all Personal Data held by the Data Processor in relation to the processing of Personal Data carried out on behalf of the Data Controller.

IT IS AGREED as follows:

1. Definitions and Interpretation

1.1 In this Agreement, unless otherwise requires, the following expressions have the following meanings:

“**Data Controller**” means the person or organisation having given to the term “controller” in the GDPR; or the person or organisation having given to the term “controller” in the Data Protection Act 2018;

“**Data Processor**” means the person or organisation having given to the term “processor” in the GDPR; or the person or organisation having given to the term “processor” in the Data Protection Act 2018;

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“Data Protection Legislation”

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legislation in force from time to time in the United Kingdom applicable to data processing, including, but not limited to, the Data Protection Act 2018 (and any amendments thereunder), and the Privacy and Electronic Communications Regulations 2003 as amended.

“Data Subject”

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any natural person given to the term “data subject” in Article 4 of the UK GDPR;

“EEA”

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Eurozone Economic Area, consisting of all member states of the European Union plus Iceland, Liechtenstein, and Norway.

“Information Commissioner”

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the Information Commissioner, as defined in Article 4 of the UK GDPR and section 114 of the Data Protection Act 2018;

“Personal Data Breach”

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any breach of Article 4 of the UK GDPR given to the term “personal data breach” in Article 4 of the UK GDPR;

“Personal Data”

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any information relating to an identified or identifiable natural person (“data subject”), as defined in Article 4 of the UK GDPR, which is, or is to be, processed by the Data Controller, as defined in Article 4 of the UK GDPR;

“processing”, “processes”, “processed”

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any operation or set of operations given to the term “processing” in Article 4 of the UK GDPR;

[“Records”

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any records kept by the Data Processor of operations carried out on behalf of the Data Controller as set out in sub-Clause 13.2.;

“Services”

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any [services] AND/OR [facilities] described in Clause 13.1 which are provided by the Data Processor to the Data Controller and which the Data Controller uses for the purpose[s] described in Clause 13.1;

“Term”

any term used in this Agreement, as set out in Clause 13.2.

1.2 Unless the context otherwise requires, the following definitions apply:

reference in this Agreement to:

- a) “writing”, and any communication, includes a reference to any communication in written form, including electronic or facsimile transmission or any other means of electronic communication;
- b) a statute or regulation, includes a reference to that statute or regulation as amended or as in force at the relevant time;
- c) “this Agreement”, includes a reference to this Agreement and each of the Schedules attached to this Agreement;
- d) a Schedule, includes a reference to that Schedule as attached to this Agreement;

reference in this Agreement to any communication, includes a reference to any communication in written form, including electronic or facsimile transmission or any other means of electronic communication; is a reference to that statute or regulation as amended or as in force at the relevant time; this Agreement and each of the Schedules attached to this Agreement; is a reference to that Schedule as attached to this Agreement;

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e) a Clause or paragraph of this Agreement (other than paragraph of the relevant Schedule; and

f) a "Party" or the Parties to this Agreement.

1.3 The headings used in this Agreement are for convenience only and shall have no effect upon the interpretation of this Agreement.

1.4 Words imparting the masculine gender shall include the plural and vice versa.

1.5 References to any gender shall include the other gender.

1.6 References to persons shall include corporations.

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2. Scope and Application of this Agreement

2.1 The provisions of this Agreement shall apply to the processing of the Personal Data described in Schedule 2 for or the Data Controller by the Data Processor, and to all such processing of Personal Data is held at the date of this Agreement or received by the Data Processor.

2.2 [The provisions of this Agreement, including the definitions and interpretations, shall be deemed to be incorporated into the Service Agreement in it. Subject to sub-Clause 2.3, the Service Agreement shall apply to the interpretation of this Agreement.]

2.3 In the event of any conflict between any of the provisions of this Agreement and [the Service Agreement or any other agreement between the Parties], the provisions of this Agreement shall prevail.

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3. Provision of the Services

3.1 Schedule 2 describes the Personal Data, the category or categories of Data Subject, the processing to be carried out, the purpose(s) of the processing, and the Data Processor.

3.2 Subject to sub-Clause 3.1, the Data Processor is only to carry out the Services, and only on the Personal Data received from the Data Controller:

a) for the purposes specified in Schedule 2 and not for any other purpose;

b) to the extent specified in Schedule 2 and only as is necessary for those purposes;

c) strictly in accordance with the express written authorisation and instructions given to the Data Processor, which may be specific instructions or instructions as otherwise notified by the Data Controller to the Data Processor.

3.3 The Data Controller shall remain responsible for compliance with the Data Protection Legislation including the collection, holding, and processing of the Personal Data and necessary and appropriate consents and notices to enable the Data Processor, and with the instructions given to the Data Processor.

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4. **The Data Processor’s Obligations**

- 4.1 As set out above, the Data Processor shall only process the Personal Data to the extent necessary for the purposes of the Services as instructed by the Data Controller. All instructions given to the Data Processor shall be made in writing and shall not conflict with applicable Data Protection Legislation. The Data Processor shall act in accordance with the instructions from the Data Controller unless the Data Processor is prevented from doing so by domestic law to do otherwise (as per Article 29 of the UK GDPR). In such a case, the Data Processor shall inform the Data Controller in writing in question before processing the Personal Data for the purposes of the Services (if prohibited from doing so by law).
- 4.2 The Data Processor shall not process Personal Data in any manner which does not comply with the instructions in this Agreement or with the Data Protection Legislation. If the Data Processor must inform the Data Controller in writing of any instructions given by the Data Controller which conflict with the Data Protection Legislation.
- 4.3 The Data Processor shall not disclose, with any written request from the Data Controller request for the Personal Data or to amend, transfer, delete (or otherwise dispose of) the Personal Data.
- 4.4 The Data Processor shall not disclose, with any written request from the Data Controller request for the Personal Data or to stop, mitigate, or remedy any unauthorised processing of Personal Data.
- 4.5 The Data Processor shall provide reasonable assistance [(at its own cost)] to the Data Controller in complying with its obligations under the Data Protection Legislation including, but not limited to, the protection of Personal Data, the security of processing, the notification of Personal Data breaches, the conduct of data protection impact assessments, and the provision of information to the Information Commissioner (including, but not limited to, the Information Commissioner where a data protection impact assessment indicates that there is a high risk which cannot be mitigated).
- 4.6 For the purposes of this Agreement, “reasonable assistance” shall take into account of the nature of the Services and the information available to the Data Processor.
- 4.7 In the event that the Data Protection Legislation or any other law adversely impact its ability to process Personal Data [either directly or indirectly], the Data Processor shall notify the Data Controller promptly.

Processor shall only process the Personal Data to the extent necessary for the purposes of the Services as instructed by the Data Controller. All instructions given to the Data Processor shall be made in writing and shall not conflict with applicable Data Protection Legislation. The Data Processor shall act in accordance with the instructions from the Data Controller unless the Data Processor is prevented from doing so by domestic law to do otherwise (as per Article 29 of the UK GDPR). In such a case, the Data Processor shall inform the Data Controller in writing in question before processing the Personal Data for the purposes of the Services (if prohibited from doing so by law).

The Data Processor shall not process Personal Data in any manner which does not comply with the instructions in this Agreement or with the Data Protection Legislation. If the Data Processor must inform the Data Controller in writing of any instructions given by the Data Controller which conflict with the Data Protection Legislation.

The Data Processor shall not disclose, with any written request from the Data Controller request for the Personal Data or to amend, transfer, delete (or otherwise dispose of) the Personal Data.

The Data Processor shall not disclose, with any written request from the Data Controller request for the Personal Data or to stop, mitigate, or remedy any unauthorised processing of Personal Data.

The Data Processor shall provide reasonable assistance [(at its own cost)] to the Data Controller in complying with its obligations under the Data Protection Legislation including, but not limited to, the protection of Personal Data, the security of processing, the notification of Personal Data breaches, the conduct of data protection impact assessments, and the provision of information to the Information Commissioner (including, but not limited to, the Information Commissioner where a data protection impact assessment indicates that there is a high risk which cannot be mitigated).

For the purposes of this Agreement, “reasonable assistance” shall take into account of the nature of the Services and the information available to the Data Processor.

In the event that the Data Protection Legislation or any other law adversely impact its ability to process Personal Data [either directly or indirectly], the Data Processor shall notify the Data Controller promptly.

5. **Confidentiality**

- 5.1 The Data Processor shall process Personal Data in confidence, and in particular, unless the Data Controller has given written consent for the Data Processor to do so, shall not disclose the Personal Data to any third party. The Data Processor shall not process or make any use of any Personal Data supplied to it by the Data Controller otherwise than as necessary and for the purposes of the provision of the Services to the Data Controller.
- 5.2 Nothing in this Agreement shall prevent the Data Processor from complying with any requirements of applicable law to process Personal Data where such

Personal Data in confidence, and in particular, unless the Data Controller has given written consent for the Data Processor to do so, shall not disclose the Personal Data to any third party. The Data Processor shall not process or make any use of any Personal Data supplied to it by the Data Controller otherwise than as necessary and for the purposes of the provision of the Services to the Data Controller.

Nothing in this Agreement shall prevent the Data Processor from complying with any requirements of applicable law to process Personal Data where such

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disclosure or processing (including, but not limited to, the Data Processor's processing requirements) is prohibited unless notification is prohibited in order that the Data Controller may challenge the requirement.

domestic law, court, or regulator (including the Information Commissioner). In such cases, the Data Controller of the disclosure or processing (unless such disclosure or processing is prohibited in order that the Data Controller may challenge the requirement).

5.3 The Data Processor shall ensure that only employees who are to access and/or process any of the Personal Data are contractually obliged to keep such Personal Data confidential.

employees who are to access and/or process any of the Personal Data are contractually obliged to keep such Personal Data confidential.

6. **Employees [and Data Protection Officers]**

6.1 [The Data Controller shall appoint a data protection officer in accordance with Article 37 of the GDPR where the processing of data protection of Personal Data requires regular monitoring and recording of data protection of Personal Data.]

a data protection officer in accordance with Article 37 of the GDPR where the processing of data protection of Personal Data requires regular monitoring and recording of data protection of Personal Data. The details are as follows: <<insert name and details>>.]

6.2 [The Data Processor shall appoint a data protection officer in accordance with Article 37 of the GDPR where the processing of data protection of Personal Data requires regular monitoring and recording of data protection of Personal Data.]

a data protection officer in accordance with Article 37 of the GDPR where the processing of data protection of Personal Data requires regular monitoring and recording of data protection of Personal Data. The details are as follows: <<insert name and details>>.]

OR

6.2 [The Data Processor shall appoint a data protection officer in accordance with Article 37 of the UK Data Protection Act 2018 where the processing of Personal Data requires regular monitoring and recording of data protection of Personal Data.]

data protection officer in accordance with Article 37 of the UK Data Protection Act 2018 where the processing of Personal Data requires regular monitoring and recording of data protection of Personal Data. The details of the data protection officer shall be provided to the Data Controller at the commencement of the processing of Personal Data.

6.3 The Data Processor shall ensure that only employees who are to access and/or process any of the Personal Data are contractually obliged to keep such Personal Data confidential and shall provide such employees with suitable training on the Data Processor's obligations under it, their obligations under it, their work, with particular regard to the processing of the Personal Data under this Agreement.

employees who are to access and/or process any of the Personal Data are contractually obliged to keep such Personal Data confidential and shall provide such employees with suitable training on the Data Processor's obligations under it, their obligations under it, their work, with particular regard to the processing of the Personal Data under this Agreement.

7. **Security of Processing**

7.1 The Data Processor shall implement appropriate technical and organisational measures [as reviewed by the Data Controller and] OR [,] as necessary to protect the Personal Data against unauthorised access, loss, destruction, or disclosure. The Data Processor shall inform the Data Controller in advance of any such measures.

appropriate technical and organisational measures [as reviewed by the Data Controller and] OR [,] as necessary to protect the Personal Data against unauthorised access, loss, destruction, or disclosure. The Data Processor shall inform the Data Controller in advance of any such measures.

7.2 The measures implemented by the Data Processor shall be appropriate to the nature of the personal data being processed, the risks to the rights and freedoms of Data Subjects) and shall take into account the state of technological development and the costs of implementation.

processor shall be appropriate to the nature of the personal data being processed, the risks to the rights and freedoms of Data Subjects) and shall take into account the state of technological development and the costs of implementation.

7.3 The measures implemented by the Data Processor may include, as appropriate, pseudonymisation of the Personal Data; the ability to ensure the ongoing availability, integrity, availability, and resilience of processing systems and the ability to restore the availability of and access to the Personal Data in the event of a physical or technical incident; and the regular testing, assessing, and evaluating the effectiveness of the measures.

Data Processor may include, as appropriate, pseudonymisation of the Personal Data; the ability to ensure the ongoing availability, integrity, availability, and resilience of processing systems and the ability to restore the availability of and access to the Personal Data in the event of a physical or technical incident; and the regular testing, assessing, and evaluating the effectiveness of the measures.

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7.4 The Data Processor shall, by the Data Controller (and within the timescales required by the Data Controller) supply further details of the technical and organisational measures in writing to safeguard the security of the Personal Data held, including, but not limited to, access controls and restricted access.

7.5 [The Data Processor shall implement all technical and organisational measures in writing to safeguard the security of the Personal Data held, including, but not limited to, access controls and restricted access, on a <<insert frequency>> basis to ensure that they remain up to date.]

8. **Data Subject Rights and Complaints**

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8.1 The Data Processor shall implement appropriate technical and organisational measures and provide assistance in response to a Data Subject request in complying with its obligations under the Data Protection Legislation, including, but not limited to, the following, in particular regard to the following:

a) the rights of Data Subjects under the Data Protection Legislation including, but not limited to, the right of access (data subject access requests), the right to erasure, portability rights, the right to restriction of processing, the right to object to processing, and the right to automated decision making; and

b) compliance with the obligations of the Data Controller by the Data Processor under the Data Protection Legislation.

8.2 In the event that the Data Processor receives any notice, complaint, or other communication relating to a Data Subject request for access to data processing or to either Party's compliance with the Data Protection Legislation, it shall notify the Data Controller immediately.

8.3 In the event that the Data Processor receives any request from a Data Subject to exercise any of the rights of access to data processing or to either Party's compliance with the Data Protection Legislation including, but not limited to, the right of access to data processing, it shall notify the Data Controller [immediately or within a reasonable delay].

8.4 The Data Processor shall, at its own cost) **OR** [(at the Data Controller's cost)] provide assistance in response to a Data Subject request for access to data processing, notice, other communication, or other information requested by the Data Subject.

a) providing the Data Subject with full details of the complaint or request;

b) providing the Data Subject with assistance in order to comply with a subject request;

c) providing the Data Subject with details of the Personal Data it holds in relation to a Data Subject request, including the timescales required by the Data Controller); and

d) providing the Data Subject with any other information requested by the Data Subject.

8.5 The Data Processor shall not disclose any Personal Data to any other party except as instructed by the Data Controller, or as required by domestic law.

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9. Personal Data Breaches

9.1 The Data Processor shall notify the Data Controller (hours)>>] (and with the Data Controller as soon as possible, but no later than 72 hours) after it becomes aware of a Personal Data Breach, including, but not limited to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data.

OR [within <<insert time limit (hours)>>] (and with the Data Controller as soon as possible, but no later than 72 hours) after it becomes aware of a Personal Data Breach including, but not limited to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data.

9.2 When the Data Processor becomes aware of a Personal Data Breach, it shall notify the Data Controller in writing without undue delay:

When the Data Processor becomes aware of a Personal Data Breach, it shall notify the Data Controller in writing without undue delay:

- a) a description of the Personal Data Breach including the category or categories of Personal Data affected, the number (approximate or exact, if known) of Personal Data records involved, and the number of Personal Data Subjects involved;
- b) the likely consequences of the Personal Data Breach; and
- c) a description of the measures taken to address the Personal Data Breach and the appropriate, measures to mitigate its potential adverse effects.

When the Data Processor becomes aware of a Personal Data Breach including the category or categories of Personal Data affected, the number (approximate or exact, if known) of Personal Data records involved, and the number of Personal Data Subjects involved; the likely consequences of the Personal Data Breach; and

9.3 In the event of a Personal Data Breach, the Parties shall cooperate with one another to contain the Personal Data Breach and provide all reasonable assistance to the Data Controller:

In the event of a Personal Data Breach described above, the Parties shall cooperate with one another to contain the Personal Data Breach and provide all reasonable assistance to the Data Controller:

- a) assisting the Data Controller in its investigation of the Personal Data Breach;
- b) providing any information or access to relevant facts or former personnel that may assist the Data Controller in its investigation of the Personal Data Breach;
- c) making available to the Data Controller any logs, files, reports, and similar as may be necessary for the Data Controller or as otherwise required by applicable law to investigate the Personal Data Breach;
- d) promptly taking such other measures as may be necessary to mitigate the effects of the Personal Data Breach and to prevent or minimize any damage caused by it.

In the event of a Personal Data Breach described above, the Parties shall cooperate with one another to contain the Personal Data Breach and provide all reasonable assistance to the Data Controller: The Data Processor shall provide all reasonable assistance to the Data Controller including, but not limited to: assisting the Data Controller in its investigation of the Personal Data Breach; providing any information or access to relevant facts or former personnel that may assist the Data Controller in its investigation of the Personal Data Breach;

9.4 The Data Processor shall take all reasonable endeavours to restore any Personal Data lost, destroyed, corrupted, or otherwise rendered unusable in the event of a Personal Data Breach as soon as possible after becoming aware of the Personal Data Breach.

The Data Processor shall take all reasonable endeavours to restore any Personal Data lost, destroyed, corrupted, or otherwise rendered unusable in the event of a Personal Data Breach as soon as possible after becoming aware of the Personal Data Breach.

9.5 The Data Processor shall not disclose any Personal Data Breach as described above to any third party of any Personal Data Breach as described above without the express written consent of the Data Controller unless it is required by applicable domestic law.

The Data Processor shall not disclose any Personal Data Breach as described above to any third party of any Personal Data Breach as described above without the express written consent of the Data Controller unless it is required by applicable domestic law.

9.6 The Data Controller shall have the right to determine whether or not to notify affected Data Subjects, the Information Commissioner, law enforcement agencies, or other authorities, or to take any other actions, or at the Data Controller's discretion, including the form and content of any such notification.

The Data Controller shall have the right to determine whether or not to notify affected Data Subjects, the Information Commissioner, law enforcement agencies, or other authorities, or to take any other actions, or at the Data Controller's discretion, including the form and content of any such notification.

9.7 The Data Controller shall have the right to determine whether or not to offer any remedy to affected Data Subjects, including the form and content of any such offer.

The Data Controller shall have the right to determine whether or not to offer any remedy to affected Data Subjects, including the form and content of any such offer.

9.8 Subject to the provisions of applicable law, the Data Processor shall bear all reasonable costs associated with the Personal Data Breach and shall reimburse the Data Controller for all reasonable costs associated with the Personal Data Breach.

Subject to the provisions of applicable law, the Data Processor shall bear all reasonable costs associated with the Personal Data Breach and shall reimburse the Data Controller for all reasonable costs associated with the Personal Data Breach.

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Controller in response to any functions or capabilities under any provision of this Agreement, or otherwise. The Data Controller shall reimburse the Data Processor with such costs and expenses

a Breach, including the exercise of any functions or capabilities by the Data Controller under any provision of this Agreement, or otherwise. The Data Controller shall reimburse the Data Processor with such costs and expenses

10. **Personal Data Transfers**

The Data Processor [(and any subcontractor)] shall not process or transfer the Personal Data

to the EEA]

outside of the EEA [(as defined by it)] shall not process or transfer the Personal Data to the EEA].

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11. **Appointment of Subcontractors**

11.1 The Data Processor shall not appoint any subcontractor to perform any of its obligations or rights under this Agreement without the prior written consent of the Data Controller [(such consent not to be unreasonably withheld)]

without the prior written consent of the Data Controller [(such consent not to be unreasonably withheld)]

11.2 In the event that the Data Processor appoints a subcontractor to process any of the Personal Data on a per-subcontract basis, the Data Processor shall:

appoint a subcontractor to process any of the Personal Data on a per-subcontract basis, the Data Processor shall:

- a) enter into a subcontract which shall impose upon the subcontractor the same technical and organisational security measures as those required by this Agreement, the Data Protection Legislation, and which shall terminate automatically if the subcontractor fails to comply with the above obligations;
- b) at the written request of the Data Controller, provide copies of such subcontracts and relevant parts thereof;
- c) ensure that the subcontractor complies fully with their obligations under the above obligations and under the Data Protection Legislation; and
- d) maintain control of the Personal Data transferred to subcontractors.

each subcontractor, which shall impose upon the subcontractor the same obligations, on substantially the same basis as those imposed upon the Data Processor by this Agreement, the Data Protection Legislation, and which shall terminate automatically if the subcontractor fails to comply with the above obligations;

11.3 In the event that a subcontractor processes any Personal Data, the Data Processor shall ensure that the subcontractor meets its data protection obligations, and shall be liable to the Data Controller for the subcontractor's compliance with its data protection obligations.

the Data Processor shall ensure that the subcontractor meets its data protection obligations, and shall be liable to the Data Controller for the subcontractor's compliance with its data protection obligations.

11.4 The Data Processor shall ensure that it legally control any and all Personal Data that may be processed by, or be in the possession of, any subcontractor appointed under this Clause 11.

the Data Processor shall ensure that it legally control any and all Personal Data that may be processed by, or be in the possession of, any subcontractor appointed under this Clause 11.

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12. **Return and/or Deletion of Personal Data**

12.1 The Data Processor shall, at the request of the Data Controller, delete (or otherwise dispose of) the Personal Data or return it to the Data Controller in the format(s) reasonably requested by the Data Controller, within a reasonable time after the earlier of the following:

Personal Data

request of the Data Controller (and at the request of the Data Controller) delete (or otherwise dispose of) the Personal Data or return it to the Data Controller in the format(s) reasonably requested by the Data Controller, within a reasonable time after the earlier of the following:

- a) [the end of the term of the subcontract]; or

the end of the term of the subcontract]; or

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a) [the termination of the Agreement, for any reason; or]

b) the processing of Personal Data by the Data Processor is no longer required under [this Agreement] of the Data Processor's obligations under [this Agreement].

12.2 Subject to sub-Clause 12.1, the Data Processor shall not retain all or any part of the Personal Data (including copies) (or otherwise disposing of) or returning it under sub-Clause 12.1.

12.3 If the Data Processor is required to retain copies of all or any part of the Personal Data by law, a court order, government, or other regulatory body, it shall inform the Data Controller in writing, including precise details of the requirement(s) in writing, including the legal basis for the retention, details of the Personal Data to be retained, and when the retained Personal Data will be disposed of once it is no longer required to retain it.

12.4 [The Data Processor shall retain copies of the Personal Data for up to <<insert period>> for [insert purpose] only.]

12.5 Upon the deletion (or disposal) of Personal Data, the Data Processor shall certify the completion of the deletion (or disposal) to the Data Controller within <<insert period>> of the deletion (or disposal).

12.6 [All Personal Data transferred under this Agreement shall be deleted or disposed of using the following method(s): <<insert description of method(s)>>.]

13. Information [and Records]

13.1 The Data Processor shall provide to the Data Controller any and all such information as the Data Controller may request, and necessary to demonstrate the Data Processor's compliance with the Data Protection Legislation and this Agreement.

13.2 [The Data Processor shall maintain accurate, and up-to-date written Records of all processing activities carried out by the Data Processor on behalf of the Data Controller. These Records shall include:

- a) the name and contact details of the Data Processor and the Data Controller and the name and contact details of each Party's representative and data protection officer;
- b) the categories of Personal Data processed by the Data Processor; and
- c) a general description of the technical and organisational security measures implemented by the Data Processor. [See Clause 7.]

14. Audits

14.1 The Data Processor shall allow the Data Controller or a third-party auditor to audit <<insert period>> days' [reasonable] prior to the audit, and to be accompanied by the Data Processor's representative and with its obligations under the Data Protection Legislation.

14.2 The Data Processor shall provide the Data Controller with any necessary assistance [(at its own cost)]

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17. **Term and Termination**

17.1 This Agreement shall continue in force and effect until the date of termination or expiry (insert commencement date>> and shall continue in force and effect until the date of termination or expiry)

a) [The duration of the Agreement shall be as set out in Schedule 1; or]

OR

a) [The period of the Agreement shall remain in effect; or]

b) The period of the Agreement shall be as long as the Party has any of the Personal Data in its possession or control

17.2 Any provision of this Agreement shall, expressly or by implication, be subject to termination or expiry [the Agreement] shall remain in full force and effect until the date of termination or expiry] **OR** [the Agreement] shall remain in full force and effect until the date of termination or expiry

17.3 In the event that changes in data protection Legislation necessitate the renegotiation of any part of this Agreement, either Party may require such renegotiation.

18. **Notices**

18.1 All notices under or in connection with this Agreement shall be in writing.

18.2 All notices given to or received by a Party under or in connection with this Agreement must be in writing and must specify (insert name, position (e.g. data protection officer), and address)

18.3 All notices given to or received by a Party under or in connection with this Agreement must be in writing and must specify (insert name, position (e.g. data protection officer), and address)

18.4 Notices shall be deemed to have been given:

a) when delivered to the recipient by hand or by registered mail (including express mail) outside of business hours of the recipient; or

b) when sent, by post, by electronic mail (including mobile or] e-mail [and a successful transmission is generated]; or

c) on the fifth business day after the date of posting by ordinary mail, if mailed by national postal service

In each case notice shall be deemed to have been given at the address indicated above.

19. **Law and Jurisdiction**

19.1 This Agreement (including any dispute, controversy or claim arising therefrom or associated with it) shall be governed by, and construed in accordance with, the law of England and Wales.

19.2 Any dispute, controversy or claim between the Parties relating to this Agreement (including any dispute, controversy or claim arising therefrom or associated with it) shall be governed by, and construed in accordance with, the law of England and Wales, and shall be subject to the jurisdiction of the courts of England and Wales.

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SIGNED for and on behalf of the D
<<Name and Title of person signing>>

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Authorised Signature

Date: _____

SIGNED for and on behalf of the D
<<Name and Title of person signing>>

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Authorised Signature

Date: _____

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Services

<<Insert a detailed description of the Services provided by the Data Processor (under the Service Agreement, where relevant)>>

the Data Processor (under the

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Technical and Organisational Data Protection Measures

The following are the technical and organisational data protection measures referred to in Clause 7:

1. The Data Processor shall ensure that all Personal Data it receives from or processes on behalf of the Data Controller is protected by security measures to a standard appropriate to:
 - 1.1 the harm that might be caused by the loss of, or unauthorised processing or disclosure of, the Personal Data; and
 - 1.2 the nature of the Personal Data.

2. In particular, the Data Processor shall:
 - 2.1 have in place, and ensure that the Data Controller is satisfied with, a data protection policy which:
 - a) defines security measures, including a risk assessment;
 - b) allocates responsibility for implementing the policy to a specific individual [(the Data Controller's data protection officer)] or personnel;
 - c) is provided to the Data Controller prior to or before the commencement of this Agreement;
 - d) is disseminated to all relevant personnel; and
 - e) provides a mechanism for monitoring and review.
 - 2.2 ensure that appropriate technical and virus protection are in place to protect the hardware and software used in processing the Personal Data in accordance with the policy;
 - 2.3 ensure that all hardware used in the processing of the Personal Data is properly maintained, including, but not limited to, the installation of all applicable software updates;
 - 2.4 prevent unauthorised access to Personal Data;
 - 2.5 protect the Personal Data by the use of encryption>> encryption;
 - 2.6 protect the Personal Data by the use of physical security measures, where it is practical to do so;
 - 2.7 ensure that its storage and handling of Personal Data conforms with best industry practice such that the media used to store Personal Data is recorded (including paper records and records stored electronically) and are stored in secure locations and are properly monitored and controlled;
 - 2.8 have secure methods in place for the transfer of Personal Data whether in physical form (for example, by courier rather than post) or electronic form (for example, by email or file transfer) (>> encryption);
 - 2.9 password protect all devices on which Personal Data is stored, ensuring that passwords are strong (i.e. contain a mix of upper and lower-case letters, numbers and special characters etc.>>), and that passwords are not shared under any circumstances.

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