

## CALL OFF SERVICE LEVEL AGREEMENT AND CONDITIONS

### 1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the meanings:

**“Acceptable Delay Time”** means the period of time within which the Response Time may be extended by the Supplier under Clause 8 for reasonable and unavoidable delays not limited to, unavoidable delays

**“Framework Agreement”** means the Framework Agreement entered into by the Company and the Supplier pursuant to which the Call Off

**“ Agreement Review”** means the periodic review of the Call Off Contract which will be conducted in accordance with Clause 7 at the intervals specified in the Call Off Contract;

**“Annex”** means any document or documents attached to the Order for the Call Off Contract, including but not limited to, any necessary, in the form of one of the Annexes to the Terms and Conditions

**“Business Day”** means any day other than Saturday or Sunday) on which the Supplier is open for their full range of services at the location>>;

**“Business Hours”** means the hours of the Supplier which shall be specified in the Call Off Contract, such as 9am to 6pm, Monday to Friday>>;

**“Call Off Contract”** means the Call Off Contract entered into by the Company and the Supplier in accordance with the Ordering Procedure under the Framework Agreement (hereinafter referred to as the “Contract”) to which these Terms and Conditions apply, under which the Supplier is to provide the services which are the subject of these

**“Company’s Representative”** means the person in the position>> who shall be nominated by the Company in consultation with the Supplier’s Representative in accordance with Clause 7, or such other person who the Company may from time to time nominate;

**“Company’s Management Representative”** means the person in the position>> who shall be nominated by the Company in consultation with the Supplier’s Management Representative in accordance with Clause 7, or such other person who the Company may from time to time nominate;

**“Company’s Performance Representative”** means the person in the position>> who shall be nominated by the Company in consultation with the Supplier’s Performance Representative in accordance with the Service Levels in the Call Off Contract, or such other person who the Company may from time to time nominate;

**“Commencement Date”**

**“Confidential Information”**

**“Default Fee”**

**“Fees”**

**“Issue Level”**

**“Performance Report”**

**“Premises”**

**“Response Time”**

**“Service Levels”**

**“Supplier’s Representative”**

**“Supplier’s Management Representative”**

**“Supplier’s Performance Representative”**

**[“Specified Equipment”**

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ch the Call Off Contract comes  
Clause 2;

ther Party, information which is  
by the other Party pursuant to or  
Call Off Contract or otherwise  
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ormation is expressly stated to be  
or may be interpreted as such);

by the Supplier to the Company  
equired Service Levels in  
ovisions of Clause 8 and  
ce with Annex 2;

e by the Company to the Supplier  
use 5 and Annex 2;

el of a Support Request as

g the performance of the Support  
he Service Levels, prepared in  
ovisions of Clause 8 and Annex 3;

premises at <<insert address>>  
as may be notified from time to  
o the Supplier;

which the Supplier must respond  
s set out in Clause 8;

ls to which the Supplier’s  
ng the Support Services must  
nnex 3 and Clause 8 and shall  
compliance with the Issue Levels  
sponse Times set out in Clause 8;

and position>> who shall be  
with the Company’s  
rdance with Clause 7, or such  
Supplier may from time to time

and position>> who shall be  
with the Company’s Management  
rdance with Clause 7, or such  
Supplier may from time to time

and position>> who shall be  
onitoring of the provision of the  
cordance with the Service Levels  
n other person who the Supplier  
nominate;

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

**“Support Request”**

Support Services submitted by the  
er by means of <<insert methods  
support ticket etc.>>;

**“Support Services”**

Services to be provided by the  
ny as set out in Clause 6 and

**“Term”**

Call Off Contract as set out in

- 1.2 The “Call Off Contract” shall incorporate both these Terms and Conditions and the provisions of the Agreement.

incorporate both these Terms and  
Agreement.

**2. Term of Agreement**

- 2.1 The Call Off Contract shall commence on the Commencement Date of <<insert Commencement Date>> and shall continue in force for an initial Term of <<insert period>> to the provisions of Clauses 7 and 10.

on the Commencement Date of  
continue in force for an initial Term  
to the provisions of Clauses 7 and

- 2.2 Subject to the Agreement, the Call Off Contract may be extended for successive periods of <<insert period>> (which shall thereafter be deemed to be a new term).

s of Clause 7, the Term of the Call  
periods of <<insert period>> (which  
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**3. Supplier’s Obligations**

- 3.1 The Supplier shall render the Support Services in accordance with the provisions of the Agreement and the required Service Level Agreement and Annex 3.

ces to the Company in accordance  
ex 1 and in accordance with the  
and Annex 3.

- 3.2 The Supplier shall provide the Support Services under the Call Off Contract in a timely and efficient manner in accordance with the provisions of the Call Off Contract.

under the Call Off Contract in a  
ce with the provisions of the Call

- 3.3 The Supplier shall provide the Support Services with such information and advice in connection with the provision thereof as the Company may, from time to time, reasonably require both before and during the provision of the Support Services.

th such information and advice in  
nd the provision thereof as the  
oly require both before and during

- 3.4 The Supplier shall undertake to keep the Company informed of any special requirements) applicable to the Support Services (but not limited to, legislative changes and regulatory requirements) and shall promptly take steps to ensure compliance with such requirements. These steps shall not otherwise alter the Supplier's obligations under sub-Clause 3.1 and shall be subject to each Party's right to review such changes.

urs to keep the Company informed  
but not limited to, legislative  
of the Support Services. To the  
upplier and the Company shall  
n requirements. These steps shall  
any way, subject to each Party's  
ting to review such changes.

**4. Company’s Obligations**

- 4.1 The Company shall provide the Support Services with such information in connection with the Support Services as the Supplier may, from time to time, reasonably require both before and during the provision of the Support Services.

th such information in connection  
thereof as the Supplier may, from  
e and during the provision of the

- 4.2 The Company shall provide the Support Services under the Call Off Contract in a timely and efficient manner in accordance with the provisions of the Call Off Contract.

under the Call Off Contract in a  
ce with the provisions of the Call

- 4.3 The Company shall provide the Support Services in accordance with any and all reasonable instructions issued by the Supplier.

any and all reasonable instructions

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issued by the Supplier shall not be liable for any loss or damage which arises out of the use of the Support Services.

Support Services. The Supplier shall not be liable for any loss or damage which arises out of the use of the Support Services or any part thereof. The Supplier shall follow any such instructions.

4.4 [The Company shall be responsible for the procurement of any new computer hardware and/or software and/or software is to be procured where such hardware and/or software is to be procured.]

forthwith of any new computer hardware and/or software and/or software is to be procured where such hardware and/or software is to be procured.]

4.5 The Company shall provide the Supplier and its personnel access at all reasonable times to the equipment for the purpose of providing the Support Services.

and its personnel access at all reasonable times to the equipment for the purpose of providing the Support Services.

4.6 The Company shall keep the Supplier informed of any special requirements) applicable to the Support Services. To the extent necessary and practicable, the Company shall (as applicable) take steps to comply with any such requirements. The Company shall not unilaterally alter the Call Off Contract in any way, subject to the requirement under sub-Clause 7.6 to request a meeting to review such requirements.

hours to keep the Supplier informed of any special requirements) applicable to the Support Services. To the extent necessary and practicable, the Company shall (as applicable) take steps to comply with any such requirements. The Company shall not unilaterally alter the Call Off Contract in any way, subject to the requirement under sub-Clause 7.6 to request a meeting to review such requirements.

## 5. Fees, Payment and Records

5.1 The Company shall pay the Supplier in accordance with the provisions of Annex 1 and the Service Levels as set out in the Call Off Contract.

Supplier in accordance with the provisions of Annex 1 and the Service Levels as set out in the Call Off Contract.

5.2 [In the event that the Supplier increases the Fees during the Term of the Call Off Contract, the Company shall have the right to request a meeting under sub-Clause 7.6 to review such requirements.]

ent is procured by the Company during the Term of the Call Off Contract, the Supplier shall have the right to request a meeting under sub-Clause 7.6 to review such requirements.]

5.3 All payments required by the Call Off Contract shall be made by the Company to the Supplier by the date specified in the Call Off Contract. The Company shall be required to deduct or withhold any taxes or other charges as required by law from the amount payable to the Supplier.

to the Call Off Contract by either the Company or the Supplier by the date specified in the Call Off Contract. The Company shall be required to deduct or withhold any taxes or other charges as required by law from the amount payable to the Supplier.

5.4 Where any payment is due to the Supplier on a day which is not a Business Day, the payment may be made on the next following Business Day.

ff Contract is required to be made on the next following Business Day.

5.5 If either Party fails to pay the amount which is payable to the other pursuant to the Call Off Contract, then, without prejudice to and 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.

ny amount which is payable to the other pursuant to the Call Off Contract, then, without prejudice to and 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.

## 6. Provision of the Support Services

6.1 The Supplier shall, in accordance with the terms and conditions of the Call Off Contract and the Service Levels as specified in Clause 1.1, provide the Support Services to the Company.

the Call Off Contract, provide the Support Services to the Company in accordance with the terms and conditions of the Call Off Contract and the Service Levels as specified in Clause 1.1.

6.2 The Supplier shall provide the Support Services only as specified in Annex 1[, and the Service Levels as specified in Annex 1].

ces only as specified in Annex 1[, and the Service Levels as specified in Annex 1].

- unless otherwise agreed between the parties.
- 6.3 The Supplier shall be responsible for ensuring that it complies with all statutes, regulations, byelaws and other rules of conduct and any other rules relevant to the provision of the Services.
- 6.4 The Supplier shall ensure that the manner in which it provides the Services does not have any adverse effect on the name, reputation or business of the Company.
- 6.5 In the event that the Supplier is in breach of any of the terms and conditions of the Call Off Contract, the required Services shall not be provided and the following provisions will apply:
- 6.5.1 the Company shall have the right to require the Supplier to rectify the breach within a reasonable time;
- 6.5.2 if the Supplier fails to rectify the breach within the time specified in Clause 6.5.1, the Company shall be entitled to:
- 6.5.2.1 the Company shall be entitled to obtain any of the Support Services from any third party until such time as the breach has been rectified or, in the event of a permanent breach, until the end of the Call Off Contract, until such time as the Supplier rectifies the breach; and
- 6.5.2.2 the Supplier shall be liable to the Company by way of damages for the cost of the Services which the cost to the Company of obtaining the Services under sub-Clause 6.5.2.1 exceeds the sum of the Services provided by the Supplier under the same from the Supplier under the Call Off Contract (or a sum equal to any reasonable loss of business) suffered by the Company as a result of the Supplier's failure or breach.
- 6.6 The obligations of the Supplier under Clause 6.5 shall not be affected by the termination of the Call Off Contract.
- 6.7 The rights of the Company under Clause 6.5 shall be in addition to, and not in lieu of, the remedies of the Company including, without limitation, the right to claim damages from the Supplier arising under sub-Clause 6.5.2.2.
- 6.8 [Subject to its obligations under the terms and conditions of the Call Off Contract, and subject to the provisions of sub-Clause 6.5, the Company shall be entitled to engage for any services (which are similar to the Support Services) to be provided by any third party without obligation to notify, inform or otherwise consult the Supplier in advance.]
- 6.9 [The Supplier shall be entitled to provide any services (which are similar to the Support Services) to the Company [within <20 miles of the Premises OR within the County of Buckinghamshire>] in direct competition with the Services provided by the Supplier, without the prior consent of the Company, such consent not to be unreasonably withheld or delayed.]
7. **Support Service and Agreement**
- 7.1 The Company and the Supplier shall arrange meetings between the Company's Representative and the Supplier's Representative at regular

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<<insert interval, e.g. quarterly>>  
the Support Services, where relevant,  
based upon Performance Levels set out in Annex 3.

in order to discuss the provision of  
the Service Levels, where relevant,  
and in accordance with Clause 8 and

7.2 Both Parties shall participate in such meetings held pursuant to sub-Clause 7.1 within the timeframes set out in their reasonable endeavours to ensure that any and all agreed actions to be taken with respect to the Support Services, the Service Levels and the performance of the Call Off Contract.

from meetings held pursuant to sub-Clause 7.1 and shall use such meetings to discuss any and all agreed actions to be taken with respect to the Support Services, the Service Levels and the performance of the Call Off Contract.

7.3 The Company and the Supplier's Management Representative at regular intervals (e.g. quarterly) in order to discuss matters relating to the provision of the Support Services and any other matters relating to the performance of the Call Off Contract.

arrange meetings between the Company's Management Representative and the Supplier's Management Representative at regular intervals (e.g. quarterly) in order to discuss matters relating to the provision of the Support Services and any other matters relating to the performance of the Call Off Contract.

7.4 In addition to the provisions of sub-Clause 7.3, the Company's Management Representative and the Supplier's Management Representative shall, in their <<insert interval, e.g. quarterly>> meetings conduct an Agreement Review to discuss any proposed changes to the Call Off Contract including, but not limited to, the scope and duration. Any such changes shall be evidenced in writing and signed by the duly authorised representatives of both Parties.

sub-Clause 7.3, the Company's Management Representative and the Supplier's Management Representative shall, in their <<insert interval, e.g. quarterly>> meetings conduct an Agreement Review to discuss any proposed changes to the Call Off Contract including, but not limited to, the scope and duration. Any such changes shall be evidenced in writing and signed by the duly authorised representatives of both Parties.

7.5 No later than <<insert interval, e.g. quarterly>> after the end of the current Term of the Call Off Contract, the Company's Management Representative and the Supplier's Management Representative shall conduct an Agreement Review during which the continuation of the Call Off Contract shall be determined. In the event that the Agreement is agreed upon, the provisions of sub-Clause 7.4 shall apply.

end of the current Term of the Call Off Contract, the Company's Management Representative and the Supplier's Management Representative shall conduct an Agreement Review during which the continuation of the Call Off Contract 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 provisions of sub-Clause 7.4, in the event that changes to the Call Off Contract are proposed, either Party shall have the right to call for an immediate Agreement Review to discuss the necessary changes and action to be taken. Any such changes shall be evidenced in writing and signed by the duly authorised representatives of both Parties.

sub-Clause 7.4, in the event that changes to the Call Off Contract are proposed, either Party shall have the right to call for an immediate Agreement Review to discuss the necessary changes and action to be taken. Any such changes shall be evidenced in writing and signed by the duly authorised representatives of both Parties.

## 8. Service Levels and Response Times

8.1 The Supplier shall be responsible for providing the Support Services in accordance with the Service Levels and Response Times:

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Issue Level	Response Time
Issue Level 1	Response period e.g. 30 minutes>>
Issue Level 2	Response period e.g. 1 hour>>
Issue Level 3	Response period e.g. 2 hours>>
<<Insert additional levels>>	

8.2 The Response Time for the relevant Issue Level in the Table 8.1 refer only to the time within which the Supplier shall respond to a Support Request. The Supplier gives no guarantee as to the time taken to resolve the issue. The Supplier may take to resolve save that it shall endeavour to resolve issues as quickly as is reasonably possible.

8.3 The following Acceptable Delay Times shall apply to the Issue Levels as follows:

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

8.4 In the event that the Supplier fails to respond to a Support Request within the relevant Issue Level Acceptable Delay Time, the Supplier shall be required to pay a default fee with Annex 2.

8.5 Continued delays shall result in the Supplier paying default Fees each time the applicable Acceptable Delay Time is exceeded until the Supplier responds.

8.6 In the event that the Supplier fails to respond to a Support Request within the relevant Issue Level by a further specified period e.g. >>, the Company shall have the option of claiming a default fee calculated in accordance with Annex 2 or shall further have the right to terminate the Call Off Contract in accordance with sub-Clause 10.1.

8.7 In the event that the Supplier fails to respond to a Support Request for the purposes of providing services to the Company's Premises for the purposes of providing services, the Supplier shall not be liable for the Response Time if it is unable to access the Premises of the Company.

8.8 For the purposes of monitoring performance under the Call Off Contract the Parties shall appoint the Company's Performance Representative and the Supplier's Performance Representative (each a "Performance Representative") to ensure that the Supplier's performance complies with the Service Levels and the terms and conditions of the Call Off Contract.

- 8.9 The provision of the shall be monitored [the Supplier's Performance Representative] [and] OR in accordance with the provisions of Annex 3.
- 8.10 All data collected Clause 8 and to monthly>> Perform [the Supplier]. representative(s) pursuant to this presented in <<insert interval, e.g. by [the Company] [and] OR
- 8.11 Performance Report Annex 3, to the Call Off for consideration and relevant) during meeting within the time period specified in and the Supplier's Representative appropriate action to be taken (where in accordance with sub-Clause 7.1.

## 9. Confidentiality

- 9.1 Each Party undertakes authorised in writing the continuance of the termination:
- 9.1.1 keep confidential information;
- 9.1.2 not disclose information to any other person;
- 9.1.3 not use any information for any purpose other than as contemplated by the terms and conditions of the Call Off Contract;
- 9.1.4 not make any information in any way or part with possession of officers, employees, agents or by that Party, would be a breach to 9.1.4 above.
- 9.1.5 ensure that advisers do not breach of the provisions to 9.1.4 above.
- 9.2 Either Party may:
- 9.2.1 disclose any information to:
- 9.2.1.1 any subsidiary of that Party;
- 9.2.1.2 any government authority or regulatory body; or
- 9.2.1.3 any other person of that Party or of any of the subsidiaries or bodies;
- 9.2.2 disclose any information to such extent as may be required by law, and in each case subject to that Party obtaining the Confidentiality of that Party or of any of the subsidiaries or bodies; and
- 9.2.3 disclose any information to such extent as may be required by law, and in each case subject to that Party obtaining the Confidentiality of that Party or of any of the subsidiaries or bodies; and
- 9.2.4 use any Confidential information for any purpose, or disclose it to any other person, at it is at the date of the Call Off Contract, or at the date becomes, public knowledge through no fault of that Party does



- not disclose such Confidential Information which is not public knowledge.
- 9.3 The provisions of the Call Off Contract shall remain in force in accordance with their terms, notwithstanding the termination of the Call Off Contract for any reason.
- 10. Termination**
- 10.1 Either Party may terminate the Call Off Contract by giving to the other not less than <<insert period>> written notice. The minimum term of Agreement shall be <<insert period>> months.
- 10.2 Either Party may terminate the Call Off Contract by giving notice to the other Party if:
- 10.2.1 any sum owed by the other Party under any of the provisions of the Call Off Contract is not paid within <<insert period>> days of the due date;
- 10.2.2 the other Party is in breach of any of the provisions of the Call Off Contract and, if the breach is capable of remedy, fails to remedy the breach within <<insert period>> after being given written notice of the breach and requiring it to be remedied;
- 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 is involved in an arrangement with its creditors or, to an administration order (within the meaning of Section 86);
- 10.2.5 the other Party, if an individual, is a bankrupt 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 for the Call Off Contract);
- 10.2.6 anything is done under the law of any jurisdiction which would prevent 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 with the other Party on the date of the Call Off Contract or at any time after the date of this Clause 10, "control" and "connected" shall have the meanings ascribed thereto by Sections 112 and 115 of the Corporation Tax Act 2010.
- 10.3 The Company shall terminate the Call Off Contract by giving notice to the Supplier if it is satisfied that the Supplier fails to provide the Support Services in accordance with the Service Levels as set out in sub-Clause 8.6.
- 10.4 The right to terminate the Call Off Contract given by this Clause 10 shall not prejudice any other right of either Party in respect of the breach concerned (if any) or the termination of the Call Off Contract.

## 11. Post-Termination

Upon the termination of the Call Off Contract for any reason:

- 11.1 any sum owing by either Party under any of the provisions of the Call Off Contract shall remain due and payable;
- 11.2 any rights or obligations of the Parties to the Call Off Contract may be entitled or shall remain in full force and effect where the Call Off Contract survives such termination;
- 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 Call Off Contract which existed at or before the date of termination;
- 11.4 subject as provided in Clause 9, neither Party shall have any obligation to the other;
- 11.5 each Party shall retain any materials in which the ownership has not been transferred to the other Party, which have, for any reason, been provided for the purposes of the Call Off Contract; and
- 11.6 each Party shall (except as provided in Clause 9) forthwith cease to use, either directly or indirectly, Confidential Information, and shall forthwith return to the other Party all documents in its possession or control which contain or record Confidential Information.

## 12. Liability and Indemnity

- 12.1 The Supplier shall indemnify and hold harmless the Company, its subcontractors, agents and employees against any and all claims, costs and liabilities of whatsoever nature and whether arising out of or in respect of the performance or failure of the Call Off Contract if damages and expenses are caused by the negligence or omissions of the Supplier or any persons for which the Supplier is legally liable.
- 12.2 The Company shall indemnify and hold harmless the Supplier, its subcontractors, agents and employees against any and all claims, costs and liabilities of whatsoever nature and whether arising out of or in respect of the performance by the Company of the Call Off Contract if damages and expenses are caused by the negligence or omissions of the Company or any persons for which the Company is legally liable.
- 12.3 Except as expressly provided in the Call Off Contract, neither Party shall be liable or responsible for any claims, damages, losses, tort or otherwise (including any consequential, anticipated savings or profits, or any loss of profits or any loss of business or loss howsoever arising).
  - 12.3.1 any loss of revenue or any loss of profit
  - 12.3.2 any special interest
  - 12.3.3 For the purposes of this clause, "anticipated savings" means any expense or loss avoided or to be avoided by the Party in order to avoid incurring or to incur in

a lesser amount  
of the use of  
Call Off Con

se have been the case by reason  
provided by the Supplier under the

13. **Force Majeure**

Neither Party to the Call  
performing their obligation  
Majeure Cause as defined

liable for any failure or delay in  
or delay results from any Force  
ment.

14. **Miscellaneous**

14.1 All conditions, warra  
excluded to the full

lied by statute or common law are  
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14.2 At any time after the  
cost of the other Pa  
and do or procure to  
may reasonably rec  
full benefit of all the

e Parties shall, at the request and  
the execution of such documents  
and things as the Party so requiring  
giving to the Party so requiring the  
f Contract.

*These Annexes are included  
them is agreed as part of the  
completed, a copy of each of  
completed in full before they  
Supplier*

*and Conditions so that the format of  
ents. When each Order Form is  
e attached to the Order From and  
Order Form and accepted by the*

**Support Services**

<<Insert a complete specification of the Support Services to be provided by the Supplier to the Company. Include any exclusions.

to be provided by the Supplier to

**[Specified Equipment]**

[<<Insert a detailed specification of the Equipment to be provided by the Supplier (including minimum versions / updates where relevant) which will be provided by the Supplier.>>]

are (including minimum versions / supplier.>>]

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### **Fees and Payment**

<<Insert complete details of the Fees for Support Services. Provide details including, but not limited to, the sum of payments, invoicing methods etc.>>

### **Default Fees**

<<Insert a scale of Default Fees for Support Services. Provide details of other calculation method of your choice.>>

[<<Insert details of a further Default Fee for Support Services. Provide details of other calculation method of your choice.>>] Clause 8.6 if this is to be

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## **Service Levels**

### **Issue Levels**

<<Insert a full specification of all Issues and a 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, identify the system. Specify what data will be collected and how that data relates to performance>>

### **Performance Report**

<<Provide a specification / template for the 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 the Framework Agreement>>.

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