

## GDPR Advice Service Specification

### 1. SERVICE SPECIFICATION

1.1 Schools' Choice will provide to the Customer:

1.1.1 information and advice on the Customer's obligations under the GDPR;

1.1.2 access to the Schools' Choice GDPR Toolbox; and

1.1.3 support and guidance on policy and practice.

1.2 The Service is offered both via the Schools' Choice GDPR Toolbox and remotely (e.g. via telephone, email, skype etc.).

### 2. SERVICE AVAILABILITY

2.1 Schools' Choice will supply the Service on Business Days between 08:30 and 17:00.

2.2 If the Customer requests that the Service is supplied outside of the times set out in paragraph 2.1, out of hours charges, as set out in paragraph 6, will apply.

### 3. SERVICE LEVELS

3.1 The following response times will apply in respect of Customer enquiries relating to the Service:

Communication	Response time
letter	within five Business Days of receipt;
email	within three Business Days of receipt;
telephone	if made within the times referred to in paragraph 2.1, calls will be answered as soon as possible;
telephone voicemail message	within two Business Days of receipt of the message.

### 4. MONITORING SUCCESS

4.1 To monitor the success of the Service, representatives of Schools' Choice and the Customer shall:

4.1.1 hold regular meetings during the term of the Service; and

4.1.2 conduct an annual review of the Service.

### 5. LIMIT OF SERVICE

5.1 Schools' Choice will advise on a range of data protection matters. However, the Customer acknowledges and agrees that circumstances may arise where it may need to seek formal legal advice (the cost of which, for the avoidance of doubt, is not included in this Service).

### 6. OUT OF HOURS CHARGES

Available on request