

## GDPR Compliance Audit Service Specification

### 1. SERVICE SPECIFICATION

1.1 Schools' Choice will provide to the Customer:

- 1.1.1 an audit of the personal data processed by the Customer and the Customer's current information management procedures in place as a first step in establishing any gaps in GDPR compliance;
- 1.1.2 a full on-site information audit;
- 1.1.3 a GDPR compliance checklist;
- 1.1.4 a recommendation of compliance actions; and
- 1.1.5 remote advice and guidance on implementing any recommendations.

### 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 5, will apply.

### 3. SERVICE LEVELS/STANDARDS

3.1 The following response times will apply in respect 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.

3.2 Schools' choice shall issue any report following an on-site information audit within 5 Business Days and will inform the Customer as soon as practicable if it this timescale is not to be met.

### 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. OUT OF HOURS CHARGES

5.1 Out of hours charges available on request