

Data Protection Officer Service Specification

1. SERVICE SPECIFICATION

1.1 Schools' Choice will provide to the Customer:

- 1.1.1 a named Data Protection Officer (**DPO**);
- 1.1.2 DPO attendance at termly meetings to inform and advise the Customer on its obligations under the GDPR;
- 1.1.3 access to the Schools' Choice GDPR Toolbox;
- 1.1.4 up to 3 days of remote assistance on relevant policy and practice (additional remote support will be charged at daily rates available on request)
- 1.1.5 advice in respect of the Customer's senior leadership team's and/or governing body's obligations under the GDPR;
- 1.1.6 regular monitoring to review compliance with the GDPR and Customer's own policies together with updates on such monitoring;
- 1.1.7 assistance in raising awareness, with the Customer's staff, of the GDPR and other relevant legislation; and
- 1.1.8 cooperation with the Information Commissioner's Office on issues relating to processing.

2. SERVICE AVAILABILITY

- 2.1 Schools' Choice will supply the Service on Business Days between 8.30am and 5.00pm.
- 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 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 (which, for the avoidance of doubt, is not included in this Service).

6. **OUT OF HOURS CHARGES**

6.1 Available on request