

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 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 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