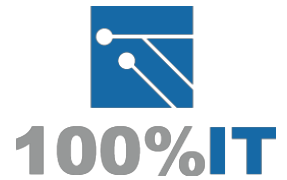


VIRTUAL SERVER/HOSTING ORDER FORM



Company Name: EGI Foundation	
Invoice Address: Science Park 140 1098XG Amsterdam Netherlands	
Daytime Contact Number: +31208932007	Contact Email Address: inkoop@egi.eu
Company Reg. Number: 34380182	VAT No: NL 8219.84.986.B.01
Your Order Ref: X18-042 - NextGEOSS	
Requested Commencement Date: 16th April 2018	Contract Period: 26 months
Order Details: Compute: 1 x Master node VM type: 2 CPUs, 8 GB RAM, 100 GB disk 2 x Slave node VM type: 2 CPU's, 16GB RAM, 200 GB disk Storage: 500 GB of standard data storage Compute resources have a 20% discount: Compute: EUR 4534.4* 0.8 = EUR 3627.52 Storage: EUR 390 Sub Total: EUR 4017.52 UK VAT @ 20%: EUR 803.50 Total: EUR 4821.02 for 26 month contract from 16 th April 2018 to 15 th June 2020 These resources are made available to EGI within the framework of the NextGEOSS project and they are supposed to be used by NextGEOSS user communities, not EGI Notes: All prices exclude VAT. I/We agree to purchase the Services quoted above subject to the Terms and Conditions, Acceptable Use Policy and Virtual Server Services Agreement. I/We also agree to comply with the Microsoft End User License Terms if our VM contains Microsoft Software.	
Customer representative (BLOCK LETTERS)	Signature:  <small>Céline Bitoune (May 15, 2018)</small> Email: celine.bitoune@egi.eu
Accepted by (BLOCK LETTERS)	Signature:  <small>David Blundell (May 16, 2018)</small> Email: sales@100percentit.com

ACCEPTABLE USE POLICY

To use 100 Percent IT products and Services, you must comply with our Acceptable Use Policy (AUP) at all times. The AUP applies to all 100 Percent IT products and Services. We reserve the right to change the AUP at any time and will always publish the latest version of the AUP on our website. You should check the AUP regularly as we may change it to take on board new issues that may arise. The most up-to-date version of the AUP will apply to your use of our Services, even if you have not read the updated version. It is your responsibility to ensure your compliance with the AUP. Please feel free to email any enquiry to us at abuse@100percentit.com.

Any breaches of this policy should be reported to abuse@100percentit.com. If you are reporting email or Usenet abuse then the entire posting, together with the full headers, should be included.

Please note that in the AUP, "we"/"us"/"our" denotes 100 Percent IT Ltd, registered office Wessex House, Oxford Road, Newbury, RG14 1PA, and "you"/"your" denotes you the Customer.

The AUP is intended to be a guide to 100 Percent IT's view of what constitutes "abuse" of the Internet and is not intended to be exhaustive. We therefore reserve the right to take any action, at our sole discretion, necessary to protect our reputation and goodwill.

All Services

As a general principle, you must not use our Services in any way that is unlawful or illegal or in any way that affects the enjoyment of other users of our Services.

- You must not use our Services :
- To transmit, publish, link to, make available or receive any material which is defamatory,
- offensive, abusive, obscene, racist, harmful, threatening or menacing.
- In a way that will be a breach of any person's rights, including a breach of confidence, copyright, privacy or any other rights.
- To post material that imposes liability on us for hosting that material.
- To knowingly or unknowingly cause to be transmitted Worms, Trojans or Viruses.

You must abide by the terms and conditions imposed by the operators of any networks that your traffic crosses over or Services that you use through our network.

We may, at our discretion, run manual or automatic systems to determine your compliance with the AUP (e.g. scanning for "open mail relays"). By accessing the Internet via 100 Percent IT's Services you are deemed to have granted permission for this limited intrusion into your network or machines.

You must not disclose your password to any of 100 Percent IT's systems or Services to any third party.

We reserve the right to take whatever measures we deem appropriate and proportionate to a breach of the AUP, up to and including suspending or terminating one or more of your 100 Percent IT accounts. All cases are considered on an individual basis. Following suspension of your account, you must send a formal letter to 100 Percent IT undertaking not to commit any future "abuse" before we consider reinstating the account.

100 Percent IT does not allow credits or refunds for any outages resulting from a suspension or deletion of an account under this Policy. You are still required to meet the terms laid out in your contract, including any minimum contract period.

Internet Access

While connected to the Internet your system must meet applicable Internet Engineering Task Force standards. These can be found at <ftp://ftp.ripe.net/mirrors/rfc/std/>

You must not use your account to obtain unauthorised access to any computer or Service. You are responsible at all times for the use of your account – whether by you or by a third party. You must not send email or any other type of electronic message that has a forged address or which affects the performance or functionality of remote machines.

You may not use our Services to perform port scanning or probing, except with the explicit permission of the operators of the remote machines or networks targeted.

Your machine or network must not be configured in such a way that others can exploit it to disrupt the Internet. This includes, but is not limited to, ensuring that your network cannot be exploited as an Open Mail Relay, an Open Proxy Server or a Smurf Amplifier.

You must ensure that your system is not used for the sending of unsolicited bulk email or any other form of "abuse" whether it originates on your system or is from a third party. If you are running a web server on your own system you are solely responsible for the security and setup of that server. You are also responsible for all traffic that passes through your server.

Usenet / Mailing Lists / Email

Unsolicited Commercial Email (UCE) is advertising material sent and received by email without the recipient either requesting such information or otherwise explicitly expressing an interest in the material advertised. 100 Percent IT considers the sending of both commercial and non-commercial unsolicited bulk email to be unacceptable behaviour.

Any mailing lists run through 100 Percent IT's network must adhere to the "confirmed opt-in" principle. To make it simple to join lists it is common to offer an option to join by means of a checkbox on the same web page that collected an email address for another purpose. This checkbox should require an explicit action to add the address to the mailing list rather than having joining as the default setting. To prevent forged subscriptions, a confirmation of any request is required before adding the new email address. This is most easily achieved by sending an email to the requesting address and then making it a joining requirement that this special email is responded to. Further details on this can be found in the Best Current Practice document, available at: https://www.linx.net/good/bcp/maillinglist-bcp-v1_o.html

You must not use 100 Percent IT's Service for any of the following purposes:

- Initiating or propagating 'chain' or pyramid emails.
- Sending bulk or unsolicited emails.
- Using your 100 Percent IT account to receive responses from "abusive" mailing.
- To email a person after they have specifically asked you not to mail them.
- To subscribe a third party to a mailing list without their permission

You must not send email or post articles with headers modified to disguise their true source. It is your responsibility to ensure that a real email address is present and obvious to a human. It is unacceptable to arrange for replies to the email to be sent to another user or machine unless their explicit permission has been granted.

You must not attempt Denial of Service attacks or mail bombing. This includes, but is not limited to, sending an excessive number of emails to the same host and sending viruses attached to an email.

You must not post articles which contravene the charter of the newsgroup to which the posts are made. This includes posting binary attachments to "non-binary" newsgroups and sending unsolicited posts of a commercial nature to any group. The only exception to the binary rule is to always allow the use of cryptographic signatures, such as PGP.

TERMS AND CONDITIONS

100 Percent IT Limited have adopted a philosophy that assumes the honesty and good intent of customers. Services are provided in as unrestricted a manner as possible, to allow customers to have the richest Internet experience possible.

Please note that in this agreement, "we"/"us"/"our" denotes 100 Percent IT Ltd, registered office Wessex House, Oxford Road, Newbury, RG14 1PA, and "you"/"your" denotes you the Customer.

These Terms and Conditions must be read in conjunction with our Acceptable Use Policy (AUP), which may be subject to change from time to time. It is your responsibility to ensure that you comply with the latest edition of the AUP in force at any given time.

If you have any questions about any of our policies, please contact your Customer Support Manager or sales@100percentit.com. For cancellations please email cancellations@100percentit.com.

These Terms and Conditions may be revised, without notice, at any time, at the sole discretion of 100 Percent IT Limited. Completion of the relevant order form is deemed to be an agreement to our Terms and Conditions.

- 100 Percent IT reserve the right to suspend or terminate your account without notice or refund, levy additional charges, or block access to the relevant area of the Service if the Service has been misused. Refer to the AUP for definitions of misuse.
- In completing an application form, you agree to indemnify 100 Percent IT Limited against any claim, costs or liability incurred as a result of your use of the Service.
- Accounts and Services must not be used for any illegal act or purpose. If the Service is used for illegal purposes, 100 Percent IT Limited may be required to terminate the Service by United Kingdom agencies, or other relevant authorities. In these circumstances, you will not be entitled to any refund of fees. Such action will not remove the Customer's liability to pay any outstanding fees for the duration of the contract.
- You must notify 100 Percent IT Limited of any change of contact details. All contact details will remain confidential and 100 Percent IT Limited will not supply this information to third parties, other than when requested by a recognised legal authority.
- If you disagree with an invoice from us you must notify us in writing within 30 days of the invoice date, failing which you will be deemed to have agreed to its terms. You agree that you will in any event pay all undisputed amounts in accordance with this Contract.
- Liability for any loss of Service shall not exceed the proportionate amount of the subscription fee.
- 100 Percent IT Limited's total liability to you under this agreement, from all causes of action and under all theories of liability, will be limited to the payments actually received from you for the specific order(s) of products and / or Services from which the liability arises (where applicable), and in no event shall such total liability exceed the payments actually received from you under this agreement during the twelve (12) months prior to the date of the event giving rise to any liability.
- In no event will 100 Percent IT Limited be liable to you for any special, incidental, punitive or consequential damages (including, without limitation, lost profits, loss of use, loss of data or loss of goodwill), or the costs of procuring substitute products and / or Services, arising out of or in connection with this agreement or the use or performance of any products and / or

Services provided by 100 Percent IT Limited hereunder, whether such liability arises from any claim based upon breach of contract, breach of warranty, tort (including negligence), product liability or otherwise. The parties have agreed that these limitations will survive and apply even if any limited remedy specified in this agreement is found to have failed of its essential purpose.

- You will not, under any circumstances, re-sell, rent out or share use of the Service or any part thereof, to, or with, any other person, except where specifically agreed with 100 Percent IT Limited in writing.
- Payments are monthly, quarterly, or yearly in advance.
- Payments may be made by cash, cheque or bank transfer, the amount payable being set out on the order form.
- Service charges do not include any provision for customer telephone charges or hardware provision other than any Customer Premises Equipment (CPE) set out on the order form. It is your responsibility to ensure that you have the necessary means of connection to this CPE.
- 100 Percent IT Limited reserves the right, from time to time, and without obligation or liability of any kind, to: (a) change the products and / or Services offered; (b) add products and / or Services to or delete products and / or Services from 100 Percent IT's published price list; and (c) change or terminate the level or type of support that 100 Percent IT makes available. 100 Percent IT will provide at least twenty one (21) days' notice of any of the changes described in the foregoing clauses (a) through (c). Notice will be provided via 100 Percent IT's web site or renewal reminders. If and when they occur, changes in pricing will take immediate effect with the next contract renewal.
- These Terms and conditions are governed by Belgium law and the parties hereby submit to the exclusive jurisdiction of the Court of Brussels.

VIRTUAL SERVER SERVICES AGREEMENT

This agreement is entered into by and between 100 Percent IT Limited of Wessex House, Oxford Road, Newbury, RG14 1PA ("100 Percent IT") and "the Customer" meaning the individual or business who signs or on whose behalf the Order form is signed or the individual or business who submits an order by telephone, email, web browser or other means.

Please note that in this agreement, "we"/"us"/"our" denotes 100 Percent IT Ltd, registered office Wessex House, Oxford Road, Newbury, RG14 1PA, and "you"/"your" denotes you the Customer.

This agreement outlines the responsibilities, rights and obligations of 100 Percent IT and the Customer, and supersedes any and all previous agreements, whether oral or in writing.

Service Provision

- 100 Percent IT will supply and install (where applicable) all software as ordered by the customer onto the ordered Virtual Server (VS).
- 100 Percent IT shall use reasonable efforts to ensure the required and services are installed in line with the lead times and target dates agreed between us.
- After provisioning, 100 Percent IT shall connect the required system to the Internet without delay. The VS will be connected to the Internet at the speed specified on the order form. The VS connection may burst above the agreed rate if the Customer has requested this subject to payment for the additional bandwidth on a 95th percentile basis.

Usage

- The Customer agrees to ensure that the facility will not be used for any illegal activity, and indemnifies 100 Percent IT from any liability that may arise due to such usage. Such activity will be deemed to include the publishing of any material that is obscene, threatening, defamatory or which in any way infringes the Intellectual Property rights of another party. The Customer accepts that in the event of allegations of infringement of this clause, 100 Percent IT may without notice or liability suspend or interrupt the Customer's access to the Internet, or remove any specific material held on our systems on the Customer's behalf pending clarification of such allegations or suspicion. In the event that a third party makes direct representation to the Customer with regard to possible breach of this clause, the Customer will without delay notify 100 Percent IT of the nature and background of such representations so we may promptly carry out any actions required to mitigate any exposure or damages.
- The Customer accepts responsibility for all items published or transmitted from their VS. 100 Percent IT will only act as a distributor of the Customer's traffic and will not examine it in any way except for the purpose of efficiently routing it over the Internet and Local Area Network.
- The Customer accepts all responsibility for installing security patches, software updates and all maintenance on the VS operating system and other software installed on the VS. 100 Percent IT is not responsible for any software maintenance of the VS.
- The Customer shall ensure that all software is removed from their systems and is no longer used at the end of any licence term.
- 100 Percent IT does not warrant that software licenced to the Customer is suitable for the usage intended by the Customer; that it does not contain any bugs or defects or that it is in any way guaranteed to be compatible with other software running on the same server.

- The Customer is responsible for ensuring that all software running on the VS is fully licenced and complies with all regulations and authorities.
- If software is licenced on a counted basis such as 'per user/person/device', the Customer must inform 100 Percent IT within 5 working days of the end of each month how many licences they are using. If the Customer does not provide this information, the Customer agrees that 100 Percent IT can assume that the same numbers of licences are being used as on this order or the Customer's most recent report (whichever is most recent). The Customer agrees to pay for all licences used regardless of whether or how they are reported and accepts responsibility for any additional costs incurred through under-reporting the number of licenses used.

Confidentiality

100 Percent IT complies with GDPR. Your data will not be shared with any 3rd parties under any circumstances without your express consent. Please contact 100 Percent IT for our complete Privacy Policy.

100 Percent IT will use reasonable endeavours to ensure that Confidential Information (including but not limited to data, technical, financial, operational, commercial information) howsoever stored is not disclosed to any third party without your express consent. Likewise, the Customer will use all reasonable endeavours to ensure that Confidential information (including but not limited to technical, financial, operational, commercial, business ideas, customer information, product information) howsoever stored is not disclosed to any third party without express consent.

Liability

- 100 Percent IT will not be liable for any loss of revenue or profits, loss of business or other consequential damages.
- 100 Percent IT's liability to the Customer with regards to an individual service is restricted to the total value of any amounts paid by the Customer to 100 Percent IT in the previous 12-month period on that individual service.

Support

- 100 Percent IT will provide the Customer with access to a support telephone number. Support may also be contacted by email at support@100percentit.com Support cover is provided from 9AM to 5:00PM Monday to Friday excluding Public Holidays and Bank Holidays.

Termination

- This agreement covers all orders placed by the Customer with 100 Percent IT, whether placed before or after the date of this agreement. Contract length for all such orders is specified on the individual orders.
- The Customer may cancel or downgrade the Service according to the Cancellation Policy below and must give notice in writing and email cancellations@100percentit.com.
- 100 Percent IT reserve the right to terminate this Agreement and all Services covered by it immediately and without further notices should any properly delivered invoice remain unpaid for a period of thirty days beyond the due date whether demanded or not. Such action will not remove the Customer's liability to pay any outstanding fees for the duration of the contract.

- In the event of termination of this Agreement, all IP addresses issued by 100 Percent IT to the Customer will remain the property of 100 Percent IT, and may not be transferred to another provider.

Force Majeure

- 100 Percent IT shall not be liable to the Customer for any breach of this agreement for failing to perform any obligation where such breach or failure was the result of any Act of God, insurrection or civil disorder, war or military operations, inclement weather, failure or shortage of power supplies, flood, drought, public disorder, lightning or fire, national or local emergency, acts or omissions of government, highway authority or other government authority, compliance with any statutory obligation, industrial disputes of any kind, the acts of omissions of other telecommunications operators or any cause beyond 100 Percent IT's reasonable control.

Jurisdiction

The Laws of Belgium will apply to this Agreement and any modifications of it and any dispute will be resolved by a resolution being sought amicably, then by mediation and then to the court of Brussels.

VIRTUAL SERVER CANCELLATION POLICY

Virtual/hosted servers can be cancelled or downgraded after the expiry of any agreed minimum period. A minimum of 30 days' notice unless a different notice period is defined in the order form, cancellation is required in writing and to be sent to cancellations@100percentit.com. In the event that a Customer cancels or downgrades their Services mid-way through the minimum contract period, they will not be entitled to any refund for any remaining amounts and remain liable for any invoices yet to be generated that cover the remainder of the minimum contract period. For the avoidance of doubt, contracts move to a rolling monthly contract or as defined in each order form at the end of the minimum contract period unless cancelled by you.

Servers are automatically switched off at the end of a contract. Customers acknowledge that it is their responsibility to ensure that all data is removed from the server prior to the end of the contract. Servers that have been switched off will be permanently deleted 14 days after the end of the contract and all data stored on the systems will be lost. 100 Percent IT is not responsible for any data which remains on our systems after the expiry of a contract.

Any software that is used for any period, howsoever short during a calendar month will be billed for the entire month. No refunds will be given for any part month of software usage. SSL Certificates and other 'add-on' services will have their own minimum period and recurring minimum periods. If a Service is cancelled during the minimum period or renewal period, no refunds will be due for unused time during these periods.

Cancellations or Service downgrades must either be done through the online portal or in writing via the support ticketing system and notice emailed to cancellations@100percentit.com. Cancellations or Service downgrades requested via ticketing system are not confirmed until you have received a confirmation email.

Termination of a contract is without prejudice to all rights and responsibilities of either party incurred prior to the termination of the contract.

Distance selling regulations. The Customer acknowledges that all Services are bespoke and created to order for each Customer. If you are buying as a consumer (i.e., not within the course of your business), the Consumer Protection (Distance Selling) Regulations 2000 normally allow you to cancel the contract at any time within fourteen (14) working days, beginning on the day after you received the Acceptance Confirmation. By placing your order for the Services, you agree to us starting supply of those Services before the end of the seven working day cancellation period. As such, you will not have the right to cancel the contract under the Consumer Protection (Distance Selling) Regulations 2000.

Prices are liable to change at any time. Price changes that occur during a minimum contract period will only become effective at the end of that contract period. We will notify you at least 30 days before the price increase comes into effect. If you do not accept the price increase, you must cancel your Service(s) prior to their implementation. If you do not cancel the Service(s) you are deemed to have accepted the new prices.



PRIVACY AND DATA PROTECTION POLICY

1. GDPR POLICY

- 1.1 Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our staff, and we recognise the need to treat it in an appropriate and lawful manner.
- 1.2 The types of information that we may be required to handle include details of current, past and prospective employees, and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the GDPR 2018 (the Act) and other regulations. The Act imposes restrictions on how we may use that information.

STATUS OF THE POLICY

- 1.3 This document sets out our rules on data protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information.

DEFINITION OF DATA PROTECTION TERMS

- 1.4 **Data** is information which is stored electronically, on a computer, or in certain paper-based filing systems.
- 1.5 **Data subjects** for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.
- 1.6 **Personal data** means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (such as a name, address or date of birth), it can be an opinion (such as a performance appraisal), identification number, location data or online identifier,
- 1.7 **Data controllers** are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They have a responsibility to establish practices and policies in line with the Act. We are the data controller of all personal data used in our business.



PRIVACY AND DATA PROTECTION POLICY

- 1.8 **Data users** include employees whose work involves using personal data. Data users have a duty to protect the information they handle by following our data protection and security policies at all times.
- 1.9 **Data processors** include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on our behalf.
- 1.10 **Processing** is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- 1.11 **Sensitive personal data** includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions and will usually require the express consent of the person concerned.

GDPR PRINCIPLES

- 1.12 Anyone processing personal data must comply with the six principles of good practice. These provide that personal data must be:
- (a) Processed lawfully, fairly and in a transparent manner in relation to the data subject
 - (b) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
 - (c) Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
 - (d) Accurate and, where necessary, kept up to date
 - (e) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed
 - (f) Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measure

The controller shall be responsible for, and be able to demonstrate compliance with the principles of GDPR

FAIR AND LAWFUL PROCESSING

- 1.13 The Act is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. The data subject must be told who the data controller is (in this case 100 Percent IT), who the data controller's representative is (in this case the GDPR Compliance Manager), the purpose for which the data is to be processed by us, and the identities of anyone to whom the data may be disclosed or transferred.
- 1.14 For personal data to be processed lawfully, certain conditions have to be met. These may include, among other things, requirements that the data subject has consented to the processing, or that the processing is necessary for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, more than one condition must be met. In most cases the data subject's explicit consent to the processing of such data will be required.

PROCESSING FOR LIMITED PURPOSES

- 1.15 Personal data may only be processed for the specific purposes notified to the data subject when the data was first collected or for any other purposes specifically permitted by GDPR. This means that personal data must not be collected for one purpose and then used for another. The only exception to this requirement is where the "other purpose" is "compatible" with the original purpose. If it becomes necessary to change the purpose for which the data is processed, the data subject must be informed of the new purpose before any processing occurs.

ADEQUATE, RELEVANT AND NON-EXCESSIVE PROCESSING

- 1.16 Personal data should only be collected to the extent that it is required for the specific purpose notified to the data subject. Any data which is not necessary for that purpose should not be collected in the first place.

ACCURATE DATA



PRIVACY AND DATA PROTECTION POLICY

- 1.17 Personal data must be accurate and kept up to date. Information which is incorrect or misleading is not accurate and steps should therefore be taken to check the accuracy of any personal data at the point of collection and at regular intervals afterwards. Inaccurate or out-of-date data should be destroyed.

TIMELY PROCESSING

- 1.18 Personal data should not be kept longer than is necessary for the purpose. This means that data should be destroyed or erased from our systems when it is no longer required.

PROCESSING IN LINE WITH DATA SUBJECT'S RIGHTS

- 1.19 Data must be processed in line with data subjects' rights. Data subjects have a right to:
- (a) The right to be informed
 - (b) The right of access
 - (c) The right to rectification
 - (d) The right to erasure
 - (e) The right to restrict processing
 - (f) The right to data portability
 - (g) The right to object
 - (h) Rights in relation to automated decision making and profiling.

DATA SECURITY

- 1.20 We must ensure that appropriate security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data. Data subjects may apply to the courts for compensation if they have suffered damage from such a loss.
- 1.21 The Act requires us to put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third-party data processor if he agrees to



PRIVACY AND DATA PROTECTION POLICY

comply with those procedures and policies, or if he puts in place adequate measures himself.

- 1.22 Maintaining data security means guaranteeing the confidentiality, integrity and availability of the personal data, defined as follows:
- (a) **Confidentiality** means that only people who are authorised to use the data can access it.
 - (b) **Integrity** means that personal data should be accurate and suitable for the purpose for which it is processed.
 - (c) **Availability** means that authorised users should be able to access the data if they need it for authorised purposes. Personal data should therefore be stored on our central computer system instead of individual PCs.
- 1.23 Security procedures include:
- (a) **Entry controls.** Any stranger seen in entry-controlled areas should be reported.
 - (b) **Secure lockable desks and cupboards.** Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)
 - (c) **Methods of disposal.** Paper documents should be shredded. External media should be physically destroyed when they are no longer required.
 - (d) **Equipment.** Data users should ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC or lock the screen when it is left unattended.

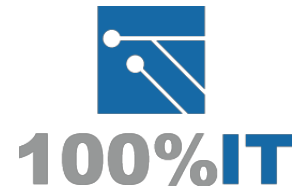
DEALING WITH SUBJECT ACCESS REQUESTS

- 1.24 A formal request from a data subject for information that we hold about them must be made in writing. This information will be provided free of charge, however an admin fee is payable if requests are unfounded, excessive or repetitive. Information will be provided within one month of the request being received. Any member of staff who receives a written request should forward it to their line manager immediately.

PROVIDING INFORMATION OVER THE TELEPHONE

- 1.25 Any member of staff dealing with telephone enquiries should be careful about disclosing any personal information held by us. In particular, they should:

PRIVACY AND DATA PROTECTION POLICY



- (a) Check the caller's identity to make sure that information is only given to a person who is entitled to it.
- (b) Suggest that the caller put their request in writing if they are not sure about the caller's identity and where their identity cannot be checked.
- (c) Refer to their line manager for assistance in difficult situations. No-one should be bullied into disclosing personal information