

RM6100 Technology Services 3 Agreement

Framework Schedule 4 - Annex 1

Lots 2, 3 and 5 Order Form

Order Form

This Order Form is issued in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100 dated 16 February 2021 between the Supplier (as defined below) and the Minister for the Cabinet Office (the "**Framework Agreement**") and should be used by Buyers after making a direct award or conducting a further competition under the Framework Agreement.

The Contract, referred to throughout this Order Form, means the contract between the Supplier and the Buyer (as defined below) (entered into pursuant to the terms of the Framework Agreement) consisting of this Order Form and the Call Off Terms. The Call-Off Terms are substantially the terms set out in Annex 2 to Schedule 4 to the Framework Agreement and copies of which are available from the Crown Commercial Service website. The agreed Call-Off Terms for the Contract being set out as the Annex 1 to this Order Form.

The Supplier shall provide the Services and/or Goods specified in this Order Form (including any attachments to this Order Form) to the Buyer on and subject to the terms of the Contract for the duration of the Contract Period.

In this Order Form, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) of the Call-Off Terms.

This Order Form shall comprise:

1. This document headed “Order Form”;
2. Attachment 1 : Services Specification;
3. Attachment 2 : Charges and Invoicing;
4. Attachment 3 : Implementation Plan;
5. Attachment 4 : Service Levels and Service Credits;
6. Attachment 5 : Key Supplier Personnel and Key Sub-Contractors;
7. Attachment 6 : Software;
8. Attachment 7 : Financial Distress;
9. Attachment 8 : Governance
10. Attachment 9 : Schedule of Processing, Personal Data and Data Subjects;
11. Attachment 10: Transparency Reports; and
12. Annex 1: Call-Off Terms and Additional or Alternative Schedules and Clauses.

The Order of Precedence shall be as set out in Clause 2.2 of the Call-Off Terms being:

- .1.1 the Framework, except Framework Schedule 18 (Tender);
- .1.2 the Order Form;
- .1.3 the Call Off Terms; and
- .1.4 Framework Schedule 18 (Tender).

Section A

General Information

Contract Details

Contract Reference: TIS0667

Contract Title: Intelligence Database [REDACTED]

Contract estimated commencement Date 08 January 2024

Contract Description: Provision of an Intelligence Database

Contract Anticipated Potential Value: [REDACTED]

Year 1 Annual Recurring Revenue: [REDACTED]

Estimated Year 1 Charges:



Total

08 January 2024

Buyer Details

Buyer Organisation Name: The Insolvency Service

Billing Address 16th Floor, 1 Westfield Avenue,
Stratford, London, E20 1HZ

Buyer Representative Name [REDACTED]

Buyer Representative Contact Details [REDACTED]

Buyer Project Reference TIS0667

Supplier Details

Supplier Name Insight Direct (UK)

Supplier Address Technology Building, Insight Campus,
Terry Street, Sheffield S9 2BU

Supplier Representative Name [REDACTED]

Supplier Contact Details [REDACTED]

Insight Contract ref number 16567

Insight Contract Manager [REDACTED]

Insight Account manager [REDACTED]

Supplier's Catalogue Service Offer
Reference Number [REDACTED]

Guarantor Details

Guarantor Company Name Not Applicable.

| | |
|---------------------------------|-----------------|
| Guarantor Company Number | Not Applicable. |
|---------------------------------|-----------------|

| | |
|-------------------------------------|-----------------|
| Guarantor Registered Address | Not Applicable. |
|-------------------------------------|-----------------|

Section B

Part A

Framework Lot

FRAMEWORK LOT UNDER WHICH THIS ORDER IS BEING PLACED:

RM6100 Technology Services 3

- | | |
|--|--------------------------|
| 1. TECHNOLOGY STRATEGY & SERVICES DESIGN | <input type="checkbox"/> |
| 2. TRANSITION & TRANSFORMATION | <input type="checkbox"/> |
| 3. OPERATIONAL SERVICES | |
| a: End User Services | X |
| b: Operational Management | <input type="checkbox"/> |
| c: Technical Management | <input type="checkbox"/> |
| d: Application and Data Management | <input type="checkbox"/> |
| 5. SERVICE INTEGRATION AND MANAGEMENT | <input type="checkbox"/> |

Part B

The Services Requirement

Commencement Date

See above in Section A

Contract Period

| Lot | Maximum Term: Months (Years) |
|-----|------------------------------|
| 2 | 36 (3) |
| 3 | 60 (5) |
| 5 | 60 (5) |

Initial Term

Months (Years)

Thirty-Six (3)

Extension Period (Optional)

Months (Years)

Two periods of twelve months (1)

Minimum Notice Period to exercise Termination Without Cause *90 Calendar Days*

Sites for the provision of the Services



The Services will be delivered remotely with training being delivered on site and/or via Teams/hybrid.

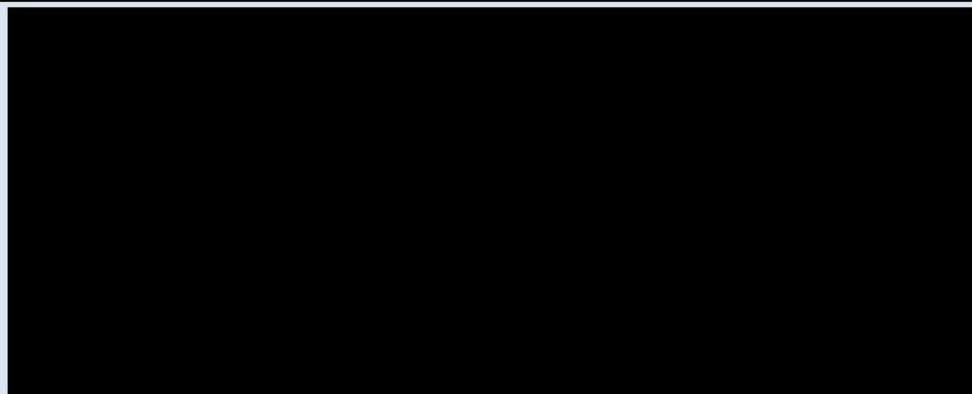
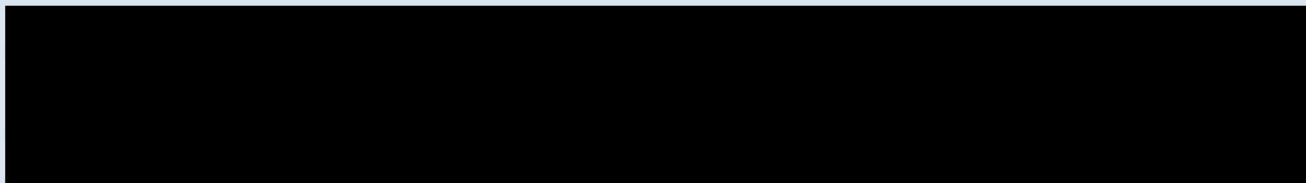
The software is available 99.9% of the time to a to Service Level Agreement which is included below.

Support / Service

Service Level Agreement:

A comprehensive description of the support service and SLA can be found here :

Standard Support Service and SLA




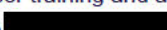


The Insolvency Service will have a 10:1 ratio for Enterprise Support. There is flexibility within the first three years to upgrade/downgrade between the standard and enterprise packages. The Insolvency Service can remove on each anniversary with 90 days' notice.

An Exit Plan will be provided.

CONDITIONS ON THE CUSTOMER

The following resources are required from the Customer side.

| | |
|--|--|
|  | |
| Project Lead | Serves as the primary Customer point of contact and coordinates Customer resources while ensuring delivery of scope as outlined in this SOW. Attends status meetings. Obtains and provides applicable information, consents, decisions and approvals as required by  to perform Services in line with the dates in the project plan. Escalates issues within Customer's organisation, as necessary. |
| Process Specialist | Ensures the use cases and processes required are represented during implementation to configure in  . Attends User training and actively participates in Discovery and Solution Iteration processes. Champions  within the business and helps train others. |

| | |
|-----------------------------------|--|
| Administrator/Configuration Owner | Takes the processes and use cases from the business and maps them to the configuration of [REDACTED]. Attends Admin and user training and participates in process and configuration workshops. Completes the configuration activities within the timelines outlined in the project plan, including signing off the system set up during UAT. Owns the configuration activities post go live on behalf of the Customer. |
| Migration/Data Specialist | <p>Reviews the data required for migration and ensure it is:</p> <ul style="list-style-type: none"> - Clean - De-duplicated - In a consistent format that can be imported into [REDACTED] <p>Has read the migration document to understand how data is imported into [REDACTED] to ensure content is provided in the right format.</p> <p>Works with the [REDACTED] Technical Resource to ensure a successful import.</p> |
| Internal IT Manager | <p>Manages the tasks on the plan relating to SSO to enable access to [REDACTED] API to manage user accounts</p> <p>Manages the tasks on the plan relating to adding the webform URLs to the internal or external site they should be hosted on.</p> |

Buyer Assets
Not Applicable

Additional Standards
Cyber Essentials, ISO27001:2013

Buyer Security Policy
The Insolvency Service IT Security Management Plan and IT Security Policies as amended from time to time.

Buyer ICT Policy
The Insolvency Service ICT Policy (if provided) as amended from time to time.

Insurance

Third Party Public Liability Insurance (£): [REDACTED]
Professional Indemnity Insurance (£): [REDACTED]

Buyer Responsibilities
To provide resources as defined in the Implementation Plan.

Goods
Not Applicable.

Governance Option: Part A or Part B

| Governance Schedule | Tick as applicable |
|--|-------------------------------------|
| Part A: Short Form Governance Schedule | <input checked="" type="checkbox"/> |
| Part B: Long Form Governance Schedule | <input type="checkbox"/> |

The Part selected above shall apply this Contract.

Change Control Procedure: Option Part A or Part B

| Change Control Schedule | Tick as applicable |
|--|-------------------------------------|
| Part A: Short Form Change Control Schedule | <input checked="" type="checkbox"/> |
| Part B: Long Form Change Control Schedule | <input type="checkbox"/> |

The Part selected above shall apply this Contract.

Section C

Part A

Additional and Alternative Buyer Terms

Additional Schedules and Clauses

Part A

Additional Schedules

| Additional Schedules | Tick as applicable |
|---|--|
| S1: Implementation Plan | <input checked="" type="checkbox"/> |
| S2: Testing Procedures | <input type="checkbox"/> |
| S3: Security Requirements (either Part A or Part B) | Part A <input checked="" type="checkbox"/> |
| S4: Staff Transfer | <input type="checkbox"/> |
| S5: Benchmarking | <input checked="" type="checkbox"/> |
| S6: Business Continuity and Disaster Recovery | <input checked="" type="checkbox"/> |
| S7: Continuous Improvement | <input checked="" type="checkbox"/> |
| S8: Guarantee | <input type="checkbox"/> |
| S9: MOD Terms | <input type="checkbox"/> |

Part B

Additional Clauses

| Additional Clauses | Tick as applicable |
|-----------------------------|-------------------------------------|
| C1: Relevant Convictions | <input type="checkbox"/> |
| C2: Security Measures | <input checked="" type="checkbox"/> |
| C3: Collaboration Agreement | <input type="checkbox"/> |

Where selected above the Additional Schedules and/or Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part C

Alternative Clauses

The following Alternative Clauses will apply:

| Alternative Clauses | Tick as applicable |
|----------------------------|---------------------------|
| Scots Law | <input type="checkbox"/> |
| Northern Ireland Law | <input type="checkbox"/> |
| Joint Controller Clauses | <input type="checkbox"/> |

Where selected above the Alternative Clauses set out in document RM6100 Additional and Alternative Terms and Conditions Lots 2, 3 and 5 shall be incorporated into this Contract.

Part B

Additional Information Required for Additional Schedules and Clauses Selected in Part A

Additional Schedule S3 (Security Requirements)

[Redacted content]

Data migration - Overview

Here is an overview of our overall approach and the activities needed on both sides to ensure a successful data migration.

We fully support the process through workshops and training sessions to share best practice and learnings from previous migrations.

Key users are the best people to work on the data mapping exercise and will form a key part of the configuration phase of the project. Key users will have the best understanding of the way that [REDACTED] will be used in your organisation, and together with the knowledge of the existing systems can make decisions about where the data should go in [REDACTED].

We also recommend that you have a technical resource who can work with us and the key users to configure the import tool.

Additional Schedule S4 (Staff Transfer)

Not Applicable

Additional Clause C1 (Relevant Convictions)

Not Applicable.

Additional Clause C3 (Collaboration Agreement)

Not Applicable.



Section D

Supplier Response

Commercially Sensitive Information

Any confidential information that the Supplier considers sensitive for the duration of an awarded Contract should be included here. Please refer to definition of Commercially Sensitive Information in the Contract

[REDACTED]

Section E

Contract Award

This Call Off Contract is awarded in accordance with the provisions of the Technology Services 3 Framework Agreement RM6100.

SIGNATURES

For and on behalf of the Supplier

| | |
|-----------|--|
| Name | |
| Title | |
| Signature | |
| Date | |

For and on behalf of the Buyer

| | |
|-----------|--|
| Name | |
| Title | |
| Signature | |
| Date | |

Attachment 1

Services Specification

Please refer to the document 04.TIS0667 RM6100 Intelligence Database Call-Off Attachment 1 V1.0

Services Scope

The following services and deliverables are in scope of this project.



| Stage | Project Activities | Deliverables |
|----------------|---|--|
| Prepare | <p>Customer receives welcome email with some pre-work activities gathering data and processes</p> <p>1 x Remote kick-off meeting with all executive sponsors and project team members in all regions to define goals and objectives and agree the final project plan.</p> <p>1 x Remote awareness session to bring any project team members or users up to speed with how [REDACTED] works. Session is recorded for future use.</p> <p>Status update meetings will begin at this point to keep the project on track on a regular basis.</p> | <p>Welcome Email</p> <p>Kick-off Slide deck</p> <p>Objectives defined</p> |
| Stage Boundary | Project Approach signed off, pre-work completed | |
| Roadmap | <p>Project plan created and reviewed at the first status update meeting.</p> <p>Process Elements</p> <p>2 x Onsite Process review meeting to review current processes and define how the process will work in [REDACTED] (2 days consecutively or split/ hybrid as necessary)</p> <p>Technical Elements</p> <p>1 x Remote technical session to review SSO needs with a [REDACTED] technical resource and someone who manages the active directory on the Customer side</p> <p>1 x Remote technical session to define requirements for 1 webform</p> <p>1 x Remote technical session to discuss migration requirements</p> | <p>Project plan Pro- cess maps Tech- nical design Basic training</p> |
| Stage Boundary | Baseline project plan, process and design confirmed | |

| | | |
|----------------|--|---|
| Operationalise | <p>System install and deployment - access given</p> <p>Configuration Tasks</p> <p>Basic configuration applied to system by [REDACTED] based on learnings from the process sessions.</p> <p>1 x Remote User training to understand how [REDACTED] works following the new process agreed in the workshop. Sessions can be recorded and made available to the Insolvency Service.</p> <p>2 x Remote Admin training sessions to understand the settings available to configure Clue Sessions can be recorded and made available to the Insolvency Service.</p> <p>System handed to customer to complete/change any configuration as required</p> <p>Technical Tasks</p> <p>SSO set up by [REDACTED] and Customer internal IT Web-forms created by [REDACTED]</p> <p>Data mapped and cleaned by Customer ready for import</p> <p>3 x Remote Configuration Office hours sessions to manage Q&A and configuration challenges</p> | <p>UAT and Live system available</p> <p>Office Hours support provided</p> |
| Stage Boundary | System set up ready to test | |
| Verify | <p>UAT preparation</p> <p>1 x UAT preparation session</p> <p>Webforms connected to UAT site for review and test Customer creates test scripts to test end to end process UAT.</p> <p>UAT completed by Customer and items fed back to [REDACTED] via agreed format for review.</p> <p>SSO confirmed as working.</p> <p>Webforms tested and 2 rounds of changes if needed.</p> <p>Sign off</p> <p>Configuration and webforms signed off for launch.</p> <p>1 x Remote UAT review session to confirm completion</p> | <p>Test Feedback complete and reviewed</p> <p>Technical elements confirmed as working</p> |
| Stage Boundary | UAT complete, sign off for Launch | |

| | | |
|----------------|---|--|
| Execute | <p>Training</p> <p>3 x onsite days to run training sessions for full users (recommend groups of no larger than 8)</p> <p>7x remote sessions for full users (recommend groups of no larger than 8)</p> <p>Sessions can be recorded and made available to the Insolvency Service.</p> <p>10 x 1.5 hour sessions for light/field users</p> <p>Training feedback survey and final tweaks</p> <p>Sign off for go live</p> <p>Go Live</p> <p>Go live and communications sent</p> <p>Webforms connected to [REDACTED] and Internal ITteam links URL to live web-site</p> <p>[REDACTED] and [REDACTED] Adoption phase</p> <p>2 x Remote office hours sessions as required for 3 weeks post launch</p> <p>Adoption survey sent</p> | <p>User training material</p> <p>User Quick Guides</p> <p>Adoption Review slides</p> <p>Implementation Questionnaire</p> |
| Stage Boundary | Customer is live, Project Complete, SoW sign off | |
| Post Launch | <p>Project handover to Customer Success and Support Adoption survey review and action plan</p> <p>Introduction to Knowledge Hub and ticketing system</p> <p>Begin Customer Success check-ins</p> | Customer Success Plan |
| Stage Boundary | Implementation close out and handover | |

• Out of scope

The following functionality is out of scope for delivery as part of this Statement of Work:

- API and Third-Party Integrations not specifically mentioned above. Further Integrations can be supported, but will need to be charged if additional [REDACTED] resource is required to support them
- Data Services (Data Cleansing, Enrichment, etc.): Manipulating or improving of existing data. Customer is responsible for providing data to be migrated in the agreed format
For further information, please see [REDACTED]
- Additional Products: Implementation of any additional or third-party software products not expressly Included in Scope.
- Additional training sessions can be agreed through a change order if users missed scheduled training sessions.

• Scope Change Control

Any changes to this Statement of Work can be made through the Change Order process, signed by both parties. A Change Order may be required if there are any changes to the activities, scope or estimated timelines outlined in this SoW.

In the event a Change Order is deemed appropriate, [REDACTED] will submit the Change Order to the Customer Project Lead for review and decision. The Change Order will describe the nature of the change, reason for the change, the effect the change will have on the project, and any additional fees for such changes.

Notwithstanding the above, [REDACTED] and the Customer can make resource level changes to accommodate project needs if there is no impact to the schedule or budget. Should replacement of Customer personnel require [REDACTED] personnel to transfer knowledge to replacement personnel, Customer agrees to pay for the additional effort.

Attachment 2: Charges and Invoicing

Part A

Milestone Payments and Delay Payments

Payment Terms: Payments annually in advance.

| # | Milestone Description | Milestone Payment amount (£GBP) | Milestone Date | Delay Payments (where Milestone) (£GBP per day) |
|----|-----------------------|---------------------------------|----------------|---|
| M1 | | | | |
| M2 | | | | |
| M3 | | | | |
| M4 | | | | |
| M5 | | | | |

| # | Milestone Description | Milestone Payment amount (£GBP) | Milestone Date | Delay Payments (where Milestone) (£GBP per day) |
|----|-----------------------|---------------------------------|----------------|---|
| | | | | |
| M6 | | | | |
| M7 | | | | |

Part B

Service Charges

| Charge Number | Service Charges |
|----------------------------|-----------------|
| Licence Charges | |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| Additional Services | |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| Support | |
| [REDACTED] | [REDACTED] |

Part C

Supplier Personnel Rate Card for Calculation of Time and Materials Charges

| Staff Grade | Day Rate (£) |
|-------------|--------------|
| | |

Travel Expenses

Part D

Risk Register

| Risk Number | Risk Name | Description of risk | Timing | Likelihood | Impact (£) | Impact (description) | Mitigation (description) | Cost of mitigation | Post-mitigation impact (£) | Owner |
|-------------|-----------|---------------------|--------|------------|------------|----------------------|--------------------------|--------------------|----------------------------|-------|
| 1 | | | | | | | | | | |
| 1 | | | | | | | | | | |
| 1 | | | | | | | | | | |
| 1 | | | | | | | | | | |

Part E

Early Termination Fee(s)

[Insert calculation for any early termination fee(s) – see Call-Off Terms Clause 36.2.1.]
Any amount outstanding for either the initial fixed period (3 years) or extension periods (1 year).

Attachment 3

Outline Implementation Plan

Please refer to the document 04.TIS0667 RM6100 Intelligence Database Call-Off Attachment 1 V1.0, pages 79 to 84 (inclusive).

Attachment 4

Service Levels and Service Credits

Please refer to the document 04.TIS0667 RM6100 Intelligence Database Call-Off Attachment 1 V1.0, pages 34 to 52 (inclusive).

There are no Service Credits.

A description of the support service and SLA can be found here :



Attachment 5

Key Supplier Personnel and Key Sub-Contractors

- .1.5 The Parties agree that they will update this Attachment 5 periodically to record any changes to Key Supplier Personnel and/or any Key Sub-Contractors appointed by the Supplier after the Commencement Date for the purposes of the delivery of the Services.

Part A

Key Supplier Personnel

| Key Supplier Personnel | Key Role(s) | Duration |
|------------------------|-------------|----------|
| [Redacted] | [Redacted] | |
| [Redacted] | [Redacted] | |

Part B

Sub-Contractor

| | |
|-------------------------|------------|
| Sub-Contractor name | [Redacted] |
| Registered office is at | [Redacted] |

Attachment 6

Software

- .1.1 The Software below is licensed to the Buyer in accordance with Clauses 20 (*Intellectual Property Rights*) and 21 (*Licences Granted by the Supplier*).
- .1.2 The Parties agree that they will update this Attachment 6 periodically to record any Supplier Software or Third-Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Part A

Supplier Software

The Supplier Software includes the following items:

| Software | Supplier (if an Affiliate of the Supplier) | Purpose | Number of Licences | Restrictions | Number of Copies | Type (COTS or Non-COTS) | Term/Expiry |
|------------|--|------------|--------------------|--------------|------------------|-------------------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Attachment 7

Financial Distress

For the purpose of Schedule 7 (Financial Distress) of the Call-Off Terms, the following shall apply:

The Buyer has undertaken credit checks and is satisfied with the current credit scores however it reserves the right to undertake periodic checks on the Supplier.

Should the Supplier experience Financial Distress, it shall notify the Buyer.

Should the Supplier fail to notify the Buyer of a period of financial distress and the Buyer becomes aware of such an event, it shall have the right to Terminate the Call-Off Contract as set out in the Core Terms 35.1.3 (Termination in Relation to Financial Standing).

Part A

Short Form Governance

For the purpose of Part A of Schedule 7 (Short Form Governance) of the Call-Off Terms, the following board shall apply:

| Operational Board | |
|--|---|
| Buyer Members for the Operational Board | <div>██████████</div> <div>██████████</div> |
| Supplier Members for the Operational Board | <div>██████████ ████████████████████</div> <div>██████████ ████████████████████</div> |
| Frequency of the Operational Board | Quarterly |
| Location of the Operational Board | Remotely |

Attachment 8

Governance

Part B

Long Form Governance

Not Used.

Attachment 9

Schedule of Processing, Personal Data and Data Subjects

This Attachment 9 shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Buyer at its absolute discretion.

- 1.1.1.1 The contact details of the Buyer's Data Protection Officer are [REDACTED]
- 1.1.1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]
- 1.1.1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.
- 1.1.1.4 Any such further instructions shall be incorporated into this Attachment 9.

| Description | Details |
|---|--|
| Identity of Controller for each Category of Personal Data | <p>The Authority is Controller, and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with Clause 34.2 to 34.15 and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> Clue case content personal data, which is information about identifiable living individuals gathered under Part 3 of the DPA (Data Protection Act) 2018 and the processing of personal data for law enforcement purposes. <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <p>Business contact details of Supplier Personnel, Business contact details of any directors, officers, employees, agents, consultants, and contractors of the Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under this Contract.</p> |

| | |
|---------------------------------------|--|
| | |
| Duration of the processing | Personal data will be kept for no longer than is necessary for the purpose for which it is processed and in line with our retention policy which follows MOPI 6/3/1 principles. |
| Nature and purposes of the processing | Provisions of an intelligence data base to enable the Insolvency Service to meet its statutory obligations and duties in complying with various legislation including but <i>not limited to</i> <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] |
| Type of Personal Data | Various but not limited to <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] |
| Categories of Data Subject | Various but not limited to Insolvency Service Staff <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] |



| | |
|---|---|
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | For the duration of the relevant dates set out within the PO. |
|---|---|

Attachment 10

Transparency Reports

Not Used.