**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

**Order Form**

|  |  |
| --- | --- |
| CALL-OFF REFERENCE:  | **ECM11668**  |
| CALL-OFF TITLE: | **Universal Support Resources** |
| CALL-OFF CONTRACTDESCRIPTION: | **Provision of resources to support Universal Support project.**  |
| THE BUYER: | **Department for Works and Pensions** |
| BUYER ADDRESS | **Caxton House, Tothill Street, London, SW1H 9NA** |
| THE SUPPLIER: | **Coforge UK Limited** |
| SUPPLIER ADDRESS: | **8 Fenchurch Place, EC3M 4AJ** |
| REGISTRATION NUMBER: | **02648481** |
| DUNS NUMBER: | **769940305** |
| SID4GOV ID: | **NA** |

# APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 24th of January 2024.

It’s issued under the Framework Contract with the reference number RM6263 for the provision of Digital Specialists and Programmes Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier’s Call-Off Contract.

# CALL-OFF LOT(S):

Lot 2 – Digital Specialists

# CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions) RM6263
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
	* Joint Schedules for RM6263
		+ Joint Schedule 2 (Variation Form)
		+ Joint Schedule 3 (Insurance Requirements)
		+ Joint Schedule 4 (Commercially Sensitive Information)
		+ Joint Schedule 10 (Rectification Plan)
		+ Joint Schedule 11 (Processing Data)
		+ Joint Schedule 13 (Cyber Essentials)
	* Call-Off Schedules for RM6263
		+ Call-Off Schedule 1 (Transparency Reports)
		+ Call-Off Schedule 3 (Continuous Improvement)
		+ Call-Off Schedule 5 (Pricing Details and Expenses Policy)
		+ Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliveries)
		+ Call-Off Schedule 7 (Key Supplier Staff)
		+ Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
		+ Call-Off Schedule 9 (Security) – Short form used.
		+ Call-Off Schedule 10 (Exit Management) – To be provided post contract signature.
		+ Call-Off Schedule 13 (Implementation Plan and Testing)
		+ Call-Off Schedule 14B (Service Levels and Balanced Scorecard)
		+ Call-Off Schedule 18 (Background Checks)
		+ Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6263
7. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

# CALL-OFF SPECIAL TERMS

NA

|  |  |
| --- | --- |
| CALL-OFF START DATE: | 24th of January 2024 |
| CALL-OFF EXPIRY DATE: | 23rd of January 2026 |
| CALL-OFF INITIAL PERIOD: | 2 Years |
| CALL-OFF OPTIONALEXTENSION PERIOD: | 6 Months |
| MINIMUM NOTICE PERIODFOR EXTENSION(S): | 30 Days |
| CALL-OFF CONTRACT VALUE: | Up to a maximum of £2,250,000 (ex VAT), £2,700,000 inc VAT (including VAT). Any value commitment will be done through individual SoWs. |
| KEY SUB-CONTRACT PRICE: |  |

# CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)]

# BUYER’s STANDARDS

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards set-out in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off

Contract.

[DWP procurement: security policies and standards - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards)

Acceptable Use Policy.

Information Security Policy.

Physical Security Policy.

Information Management Policy.

Email Policy.

Remote Working Policy.

Social Media Policy.

Security Classification Policy.

HMG Personnel Security Controls – May 2018

The Supplier shall ensure that the Supplier Staff are provided copies of the above policies and required to comply with those policies whilst working under a Statement of Work.

In reasonable advance of signing this Call-Off Contract and/or any Statement(s) of Work, the Buyer shall notify the Supplier of any specific legal or regulatory requirements that apply to the Buyer and may impact the Supplier’s delivery of Services under this Call-Off Contract (or any Statement of Work, as applicable).

# CYBER ESSENTIALS SCHEME

The Buyer requires the Supplier, in accordance with Joint Schedule 13 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

# MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms, as amended by the Framework Award Form Special Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £1,125,000 exc VAT

# CALL-OFF CHARGES

Time and Materials (T&M)

[REDACTED]

The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

* Specific Change in Law

Where non-UK Supplier Staff (including Subcontractors) are used to provide any element of the Deliverables under this Call-Off Contract, the applicable rate card(s) shall be incorporated into Call-Off Order Form and the Supplier shall, under each SOW, charge the Buyer a rate no greater than those set out in the applicable rate card for the Supplier Staff undertaking that element of work on the Deliverables.

# REIMBURSABLE EXPENSES

It is not anticipated that the Supplier will claim travel and subsistence expenses and in the event

that any expenses are claimed, these will be payable based on the conditions below:

* + - be based on actuals and
		- not include any Supplier travel between Supplier to Supplier sites;
		- not include any Supplier travel to DWP main hubs defined in Call Off Buyer Location
		- have the Buyer’s prior agreement and electronic e-mail consent by the Buyer.
		- not exceed DWP policy (DWP Supplier Travel Policy-Jan-23.pdf, attached here).



Any amendments to the DWP subsistence rates will require the Buyer’s prior agreement and

written consent.

Supplier resources should not incur any expenses when travelling to DWP locations specified in Call-Off Schedule 20 (Call-Off Specification) for delivery of this project.

# PAYMENT METHOD

A PO number will be provided to the Supplier upon signature of this Call Off Contract, when the record is set up in the Authority’s Single Operating Platform (SOP).

The Buyer will confirm acceptance of the Services undertaken by the Supplier (where the work undertaken is considered satisfactory) at such intervals as set out in the Statement of Work. The Buyer and the Supplier shall review the Services at the end of each interval specified in such format as required in the Statement of Work.

BUYER’S INVOICE ADDRESS:

Invoices will be sent to:

DWP

PO BOX 406

SSCL, Phoenix House

Celtic Springs Business Park

Newport

NP10 8FZ

Invoices should be submitted monthly in arrears to: APinvoices-DWPU@gov.sscl.com.

The applicable charging method is Time and Materials.

A copy invoice should also be emailed to the APinvoices-DWP-U@gov.sscl.com.

Additionally, a copy of the invoice should be sent direct to: INVOICING.TECHNOLOGY-@DWP.GOV.UK

# BUYER’S AUTHORISED REPRESENTATIVE

[REDACTED]

# BUYER’S ENVIRONMENTAL POLICY

Framework Schedule 6 (Order Form Template and Call-Off Schedules) Crown Copyright 2021 Framework Ref: RM6263 Project Version: v1.0 7

Model Version: v3.7 The Contracting Authority is committed to a 100% reduction of greenhouse gas emissions and requires the successful

Supplier under this procurement to demonstrate an organisational commitment to the ‘Net Zero’ target. Further information can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachme nt\_data/file/1054373/Guidance-on-adopting-andapplyingPPN-06\_21-\_-SelectionCriteria-Jan22\_\_1\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachme%20nt_data/file/1054373/Guidance-on-adopting-andapplying%02PPN-06_21-_-SelectionCriteria-Jan22__1_.pdf)

# BUYER’S SECURITY POLICY

DWP Offshoring clauses only (attached below)

 

DWP Minimum Security Schedule v.2.0 (attached below)



# SUPPLIER’S AUTHORISED REPRESENTATIVE

[REDACTED]

# SUPPLIER’S CONTRACT MANAGER

[REDACTED]

# PROGRESS REPORT FREQUENCY

Fortnightly

# PROGRESS MEETING FREQUENCY

Fortnightly

# KEY STAFF

Worker Engagement Status inside IR35

KEY SUBCONTRACTOR(S)

Not Applicable

# COMMERCIALLY SENSITIVE INFORMATION

Not applicable

**BALANCED SCORECARD**

See Call-Off Schedule 14B (Service Levels and Balanced Scorecard)

# MATERIAL KPIs

The following Material KPIs shall apply to this Call-Off Contract in accordance with Call-Off Schedule 14B (Service Levels and Balanced Scorecard):

|  |  |  |
| --- | --- | --- |
| **KPI**   | **KPI Description**   | **Target**   |
| 1   | CVs provided for Supplier staff demonstrate the necessary knowledge, skills, experience & qualifications for the resource to deliver to the required DDaT Role and SFIA level.   | 93.3%   |
| 2   | Where buyer requests CV’s from the Supplier, the Supplier shall supply CV’s within 10 working days.   | 93.3%   |
| 3   | Within 2 Working Days of the Buyer confirming which CV’s are of interest, the Supplier shall confirm the interview availability dates of the potential candidate within 2 Working Days.   | 90.0%   |
| 4 | Where buyer requests a replacement of a resource due to performance issues, the Supplier shall supply CV’s within 10 working days. | 93.3% |
| 5 | Performance – Resources will perform to the required standard as set-out in each SOW which will be dependent milestone and deliverable. | 95.0% |

# SERVICE CREDITS

Not applicable

# ADDITIONAL INSURANCES

Not applicable

# GUARANTEE

Not applicable

# SOCIAL VALUE COMMITMENT

Not applicable

# STATEMENT OF WORKS

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

|  |  |
| --- | --- |
| **For and on behalf of the Supplier:** | **For and on behalf of the Buyer:** |
| Signature: |  | Signature: |  |
| Name: | [REDACTED] | Name: | [REDACTED] |
| Role: | [REDACTED] | Role: | [REDACTED] |
| Date: |  | Date: |  |

**Appendix 1- Call Off Schedules**

**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

**1) Requirement**

We require a number of roles to support the work the Department is implementing on Universal Support (US), a new national Supported Employment programme launching in Sep ‘24. It aims to help approx. 100k eligible and suitable people annually (with disability or in disadvantaged groups) to find and stay in employment.

* US is a grant-funded programme, with management and delivery devolved to local authorities. Although not centrally-managed, DWP needs to track participant, activity and evaluation data.
* Approx 70% of 100k annual US referrals will be made by third-parties. This means that Local Authorities (LAs) and their sub-contracted providers need to identify, match and refer individuals they believe are eligible and suitable for the programme. DWP staff may also need to confirm eligibility.
* The remaining 30% of referrals to US are expected to come via job centres. The existing referral systems used by work coaches/agents are legacy technology nearing end of life. There is a strategic direction to remove dependencies on these systems and not add new support programmes to them.

We propose standing up a new feature team to explore how we might enable third-parties to make referrals to US without using legacy referral systems and how we might track, monitor and evaluate the referral data centrally.

Discovery phase deliverables:

* define the problem to be solved
* define the outcomes and goals
* understand the users and map the journeys
* understand the constraints and dependencies
* explore the technical architecture across strategic and legacy systems
* produce associated artefacts and present findings to stakeholders.

The roles will be initially working on discovery for this project and depending on the outcomes and recommendations further work will be required to support implementation phase.

The list of roles, key skills and the timescales for onboarding has been appended below:

**Resource Profile by Role Family & Security Clearance:**

The following Role Family / Families are required, with the specific DDaT Specialists with security clearances as set out in Table 1 below.

Please note the Rainbow Team accountability model will be applied i.e., where the supplier provides a squad of individuals to work alongside Departmental staff. In this model individuals,

[REDACTED]

whilst managed at a high level by the supplier, may well be directed at an operational level by someone from the Department.

**Table 1: Resource Profile**

[REDACTED]

**Location:**

Delivery is required to be undertaken on a hybrid working basis, with remote working and attendance at DWP hub locations including primarily **North East England (Leeds Hub**) and **North West England (Manchester Hub**).

**Scalability:**

It is anticipated that an overall team size of 1 to 10 is required in support of the deliverables, as identified at Table 1 above.

**Worker Engagement Status (including IR35 status)**

Where the Buyer has assessed its requirement and it is for Resource, the IR35 status of the Supplier Staff in Key Roles must be detailed in this Specification and, if applicable, in each Statement of Work.

[REDACTED]

**Appendix 2**

**Annex 1 (Template Statement of Work)**

|  |
| --- |
| **1. STATEMENT OF WORK (“SOW”) DETAILS** |
| Upon execution, this SOW forms part of the Call-Off Contract (reference below).The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.All SOWs must fall within the Specification and provisions of the Call-Off Contact.The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing. |
| **Date of SOW:** |  |
| **SOW Title:** |  |
| **SOW Reference:** |  |

|  |  |
| --- | --- |
| **Call-Off Contract Reference:** |  |
| **Buyer:** |  |
| **Supplier:** |  |
| **SOW Start Date:** |  |
| **SOW End Date:** |  |
| **Duration of SOW:** |  |
| **Key Personnel (Buyer)** |  |
| **Key Personnel (Supplier)** |  |
| **Subcontractors** |  |

|  |
| --- |
| **2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT** |
| **SOW****Deliverables Background** | *[Insert details of which elements of the Deliverables this SOW will address].* |
| **Delivery phase(s)** | *[Insert item and nature of Delivery phase(s), for example, Discovery, Alpha, Beta or Live].* |
| **Overview of Requirement** | *[Insert details including Release Types(s), for example, Adhoc, Inception, Calibration or Delivery].* |
| **Accountability Models** | *Please tick the Accountability Model(s) that shall be used under this Statement of Work:**Sole Responsibility:☐ Self Directed Team:☐ Rainbow Team:☐* |

|  |
| --- |
| **3. BUYER REQUIREMENTS – SOW DELIVERABLES** |
| **Outcome Description** |  |
| **Milestone Ref** | **Milestone Description** | **Acceptance Criteria** | **Due date** |

|  |  |  |  |
| --- | --- | --- | --- |
| **MS01** |  |  |  |
| **MS02** |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Delivery Plan** |  |
| **Dependencies** |  |
| **Supplier Resource Plan** |  |
| **Security Applicable to SOW:** | The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).**[**If different security requirements than those set out in Call-Off Schedule 9 (Security) apply under this SOW, these shall be detailed below and apply only to this SOW: *[insert if necessary]* **]** |
| **Cyber Essentials Scheme** | The Buyer requires the Supplier to have and maintain a Cyber Essentials Plus Certificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme). |
| **SOW Standards** | Please note: Under direct award the DSP framework terms and conditions cannot be deviated from or amended in the call off order form. DWP specific terms and conditions need to be made in the SOW template and then embedded within the call-off order form for them to take effect. The SOW template includes all the additional terms that DWP require for augmented resource only. If the procurement is for a service, additional terms may be needed. The SOW template has had security input and has been approved via our legal team and is compliant. |
| **Performance Management** | [Insert details of Material KPIs that have a material impact on Contract performance]

|  |  |  |
| --- | --- | --- |
| **Key Role** | **Key Staff** | **Contract Details** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

[Insert Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard)] |
| **Additional Requirements** | **Annex 1 –** Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work. |
| **Key Supplier Staff** | [Indicate: whether there is any requirement to issue a Status Determination Statement] |

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref.** | **Type of Information** | **Which Services does this requirement apply to?** | **Required regularity of Submission** |
| **1.** | **[insert]** |
| 1.1 | [insert] | [insert] | [insert] |

|  |  |  |  |
| --- | --- | --- | --- |
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|  |  |  |  |

|  |  |
| --- | --- |
| **Worker Engagement Status** | [Yes / No] [Insert details] |
| **[SOW Reporting Requirements:]** | **[**Further to the Supplier providing the management information detailed in Call-Off Schedule 15 (Call-Off Contract Management), the Supplier shall also provide the following additional management information under and applicable to this SOW only:**]** |

|  |
| --- |
| **4. CHARGES** |
| **Call Off Contract Charges** | The applicable charging method(s) for this SOW is:* [Capped Time and Materials]
* [Incremental Fixed Price]
* [Time and Materials]
* [Fixed Price]
* [2 or more of the above charging methods]

***[Buyer to select as appropriate for this SOW]***The estimated maximum value of this SOW (irrespective of the selected charging method) is £[Insert detail].The Charges detailed in the financial model shall be invoiced in accordance with Clause 4 of the Call-Off Contract. |
| **Rate Cards Applicable** | ***[Insert*** *SOW applicable Supplier and Subcontractor rate cards from Call-Off Schedule 5 (Pricing Details and Expenses Policy), including details of any discounts that will be applied to the work undertaken under this SOW.]* |
| **Financial Model** | *[Supplier to insert its financial model applicable to this SOW]* |
| **Reimbursable Expenses** | [See Expenses Policy in Annex 1 to Call-Off Schedule 5 (Pricing Details and Expenses Policy) ][Reimbursable Expenses are capped at [£[Insert] [**OR** [**Insert**] percent ([X]%) of the Charges payable under this Statement of Work.][None]*[Buyer to delete as appropriate for this SOW]* |

|  |
| --- |
| **5. SIGNATURES AND APPROVALS** |
| **Agreement of this SOW**BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the |

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| Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties: |
| **For and on behalf of the Supplier** | Name and titleDate Signature |
| **For and on behalf of the** | Name |
| **Buyer** | and title |
|  | Date |
|  | Signature |

**ANNEX 1**

**Data Processing**

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

*[TEMPLATE ANNEX 1 OF JOINT SCHEDULE 11 (PROCESSING DATA BELOW]*

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of Controller for each Category of Personal Data | **The Relevant Authority is Controller and the Supplier is Processor**The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:* ***[Insert*** *the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority]*

**The Supplier is Controller and the Relevant Authority is Processor***The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph* 2 *to paragraph 15 of the following Personal Data:** ***[Insert*** *the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier]*

**The Parties are Joint Controllers***The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:** ***[Insert*** *the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]*

**The Parties are Independent Controllers of Personal Data***The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:** *Business contact details of Supplier Personnel for which the Supplier is the Controller,*
* *Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority’s duties under the Contract) for which the Relevant Authority is the Controller,*
* ***[Insert*** *the scope of other Personal Data provided by one Party who is*

*Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1)* |

|  |  |
| --- | --- |
|  | *the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]****[Guidance*** *where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]* |
| Duration of the Processing | *[Clearly set out the duration of the Processing including dates]* |
| Nature and purposes of the Processing | *[Please be as specific as possible, but make sure that you cover all intended purposes.**The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.**The purpose might include: employment processing, statutory obligation, recruitment assessment etc.]* |
| Type of Personal Data | *[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc.]* |
| Categories of Data Subject | *[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc.]* |
| Plan for return and destruction of the data once the Processing is completeUNLESS requirement under Union or Member State law to preserve that type of data | *[Describe how long the data will be retained for, how it be returned or destroyed]* |