#### **Order Form**

CALL-OFF REFERENCE: 2023-679

CALL-OFF TITLE: AHDB Digital, Data and Technology upgrade programme –

Discovery phase

CALL-OFF CONTRACT DESCRIPTION:

The Agriculture and Horticulture Development Board (AHDB) has begun a programme of work to upgrade its Digital, Data and Technology (DDAT) services so that it can continue to meet the expanding requirements of its levy-payers. There are three key drivers for this programme - the ever-increasing need for data and market intelligence; the requirement to meet legislation and regulations in making DDAT services accessible, well-managed and secure; the drive to use emerging technologies, including AI and automation, to provide higher value services for levy-payers and the wider agriculture sector, and to do so as efficiently

as possible.

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THE BUYER: Agriculture & Horticulture Development Board

BUYER ADDRESS Middlemarch Business Park, Siskin Parkway, Coventry, CV3 4PE

THE SUPPLIER: Cappemini UK Plc

SUPPLIER ADDRESS: 1 Forge End, Woking, Surrey, GU21 6DB

REGISTRATION NUMBER: 00943935

DUNS NUMBER:

SID4GOV ID:

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

If an electronic purchasing system is used instead of signing as a hard-copy, text below must be copied into the electronic order form **starting from 'APPLICABLEFRAMEWORK CONTRACT'** and up to, but not including, the Signature block

It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier]

#### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 25/06/2024.

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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** the relevant Lot from Framework Schedule 1 (Specification)].

#### **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 12 (Supply Chain Visibility)
    - Joint Schedule 13 (Cyber Essentials)
  - Call-Off Schedules for RM6263
    - Call-Off Schedule 1 (Transparency Reports)
    - 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)
    - o Call-Off Schedule 10 (Exit Management)

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- o Call-Off Schedule 15 (Call-Off Contract Management)
- o Call-Off Schedule 20 (Call-Off Specification)
- o Call-Off Schedule 25 (Ethical Walls Agreement)
- 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 bythe 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 START DATE: 12/08/2024

CALL-OFF EXPIRY DATE: 11/02/2025

CALL-OFF INITIAL PERIOD: 6 Months

CALL-OFF CONTRACT VALUE: £300,000 (inc. VAT)

#### **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 FrameworkSchedule 1 (Specification).

#### **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 CoreTerms, as amended by the Framework Award Form Special Terms.

In accordance with clause 11.2 Core Terms, the Parties hereby agree the following liability provisions for this Order Form:

'Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £450,000 or 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form.'

Framework Ref: RM6263 Project Version: v1.0

Model Version: v3.7

#### **CALL-OFF CHARGES**

The Charging method the Buyer has selected below and which are incorporated into Call-Off Schedule 5 (Pricing Details and ExpensesPolicy):

- (1) Time and Materials;
- (2) With any expenses to be confirmed in writing with the authorised representative of the buyer.

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 Schedule 5 (Pricing Details and Expenses Policy) 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

All expenses must be pre-approved by written confirmation from the buyer's authorised representative.

Whenever possible, accommodation should be booked at least 21 days in advance in order to secure the best rates.

The reimbursement covered for the necessary extra costs of meals, accommodation and travel arising may be reimbursed with proof of expenditure.

A summary of all the allowances is given in the table below:



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#### **BUYER'S SECURITY POLICY**

AHDB's security policies are in line with the <u>UK government's cyber security policy</u> and <u>The UK Data Protection Act</u> and are available on request

#### **PAYMENT METHOD**

Invoice and BACS Payment

#### **BUYER'S INVOICE ADDRESS:**

Name	Position	Email
Tony Holmes	Finance and	
	Corporate Director	

Agriculture and Horticulture Development Board Middlemarch Business Park Siskin Parkway East Coventry CV3 4PE

#### **BUYER'S AUTHORISED REPRESENTATIVE**

Name	Role	Email
Dave Craig	DDAT Director	

#### **BUYER'S CONTRACT MANAGER**

Name	Position	Email
Joe Worrall	Head of Digital	
Matt Clarke	Head of Data	

#### SUPPLIER'S AUTHORISED REPRESENTATIVE

Mohamed Gaffar Vice President

1 Forge End, Woking, Surrey, GU21 6DB

## SUPPLIER'S CONTRACT MANAGER

Ian Chater

Senior Commercial Manager

1 Forge End, Woking, Surrey, GU21 6DB

### SUPPLIER'S ENGAGEMENT

MANAGER

Simon White

**Engagement Manager** 

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1 Forge End, Woking, Surrey, GU21 6DB

#### PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

#### PROGRESS MEETING FREQUENCY

In the first week of each calendar month

#### **KEY SUBCONTRACTOR(S)**

N/A

#### COMMERCIALLY SENSITIVE INFORMATION

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 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:		Name:	
Role:		Role:	
Date:		Date:	

### **Appendix 1**

The Statement of Works is recognised to be at programme level and is inserted into this Appendix 1 as part of the executed Order Form. Thereafter, should the Buyer and Supplier agree to and execute further statements of work (in the form of the template Statement of Work in Annex 1 to the Order Form in Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Each executed Statement of Work shall be inserted into this Appendix 1 in chronology.

### 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 notapply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

writing.		
Date of SOW:	2 September 2024	
SOW Title:	DDaT Programme Discovery	
SOW Reference:	AHDB/SOW/001	
Call-Off Contract Reference:	RM6263-2023-679	
Buyer:	Agriculture & Horticulture Development Board	
Supplier:	Capgemini UK Plc	
SOW Start Date:	02/09/2024	
SOW End Date:	6/12/2024	
Duration of SOW:	3 months	
Subcontractors	None	

#### 2. CALL-OFF CONTRACT SPECIFICATION - PROGRAMME CONTEXT

#### SOW Deliverables Background

AHDB has begun a programme of work to upgrade its Digital, Data and Technology (DDaT) services so that it can continue to meet the expanding requirements of its levy-payers, improve customer engagement and transform the organisation. The key drivers for this programme include:

- the ever-increasing need for data and market intelligence
- the requirement to meet legislation and regulations in making DDaT services accessible, well-managed and secure;
- the drive to use emerging technologies, including AI and automation, to provide higher value services for levy-payers and the wider agriculture sector, and to do so as efficiently as possible.

This SOW is concerned with three elements of the strategy:

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- Content Management System (CMS)
- Customer Relationship Management System (CRM)
- Data Analytics and Reporting Platform

## Delivery phase(s)

Discovery – to provides options and outline roadmaps in support of a business case and senior stakeholder engagement.

#### Overview of Requirement

AHDB DDaT leadership wish to present and discuss options to progress the DDaT Development Business Case in November and December 2024. The requirement is for a discovery to be conducted, existing documents updated and outline options presented for the next stage of the work.

The lenses for the business case and discussions will be based on HMT Green Book - Strategic, Economic, Financial, Management, Commercial https://www.gov.uk/government/publications/the-green-book-appraisal-and-evaluation-incentral-government/the-green-book-2020

This SOW is concerned with three elements of the strategy:

Content Management System (CMS) and Digital Services Refresh

The AHDB corporate website is old-fashioned, AHDB has not taken advantage of advances in technology that allow for more tailored digital services to its customers, and has poor content management processes and is held on infrastructure that needs replacing; it is hard to use and the AHDB leadership has raised concerns of the reputational cost of simply maintaining the website in its current form. This results in digital interactions with partners and levy-payers that are often adhoc, resource-intensive, old-fashioned and poor quality.

Customer Relationship Management System (CRM)

AHDB's CRM system is well established in the organisation but it is not yet optimised so that AHDB employers and external users such as levy payers are getting the maximum value from the service. The strategic intent is to move to a well-designed single sign-in system sat alongside a CRM system that aligns well with AHDB's business goals — notably to provide its levy-payers with valuable information and market intelligence — to provide significant reputational and financial benefits. The intention is to cover comprehensive data management; allow segmentation and targeting; consider channels, communication and engagement tools; meet modern accessibility standards; manage SSO to AHDB services; and provide appropriate management information.

Data Analytics and Reporting Platform

AHDB runs many siloed data collections with data stored in disparate places such as one drives and third party SharePoint sites. It stores data in several formats and is often inaccessible, poorly governed and of poor quality. AHDB analysts can spend up to 75% of their time cleaning, processing and assuring data, rather than higher value analysis work that would provide better market intelligence. Analysts do not have access to a high quality data visualisation platform, nor advanced modelling and machine-learning tools that are used for best-in-class analytical services. AHDB risks not currently meeting all the data regulations laid out by GDPR, the Data Protection Act and the Equalities Act.

Additional detail on options and requirements are included in the current drafts of the business case which are expected to form the starting point for this work.

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Accountability Models	Please tick the Accountability Model(sW) that shall be used under this Statement ofWork:
Models	Sole Responsibility:□
	Self Directed Team: 🗹
	Rainbow Team:□

#### 3. BUYER REQUIREMENTS - SOW DELIVERABLES

#### Outcome Description

The requirement is for content suitable for inclusion in the relevant business cases on the three areas listed above.

The exact deliverables and activities to be performed as part of the Discovery are to be agreed as part of the first Implementation Outcome milestone, which will also confirm individual responsibilities and how Supplier staff will work with AHDB, for example as part of integrated team.

The deliverables from the work (Supplier staff or combined team as appropriate) are expected to include:

- Problem definition reflecting the work that has been done already, and the existing systems that exist. This should be focussed on the broader experience and capabilities of AHDB and its stakeholders, not narrowly on technical solutions or platforms.
- Understanding users and their context updating AHDBs understanding and segmentation of users both specifically in the areas of the Discovery and as a foundation for the wider strategy.
- Documenting relevant constraints and non-functional requirements defining and beginning to populate a framework capturing a broad view of legislative, contractual, technology and operating model constraints.
- Identifying existing maturity and improvements where useful establish appropriate
  maturity models, assessments and tools that can be used to plan and track AHDB's
  continuous improvement.
- Options analysis initial identification and structured assessment of option feasibility, including reference to risks, costs, assumptions and suitability and the lenses of the five case model.

The key AHDB milestones this work will input to include:

- Dairy sector council 12th November
- Beef and Lamb sector council 13th November
- Pork sector council 14th November
- Cereals and Oilseed sector council 20th November
- AHDB Board meeting 3rd December

It is anticipated that there will be feedback following the AHDB Board meeting that should be incorporated into final delivery under this SOW.

Milestone Ref	Milestone Description	Acceptance Criteria	Due date
001	Implementation outcome  This outcome defines the on-boarding of discovery teams, agreeing project plans, governance set up and setting up of ways of working.  Part of this phase is agreeing ways of working between Supplier and AHDB staff, including roles and responsibilities.	SoW signed by Buyer.  Supplier has onboarded discovery team to the agreed roles.  Buyer and Supplier have agreed and documented:  - project plans  - governance set up  - agreed ways of working  - format of outputs against the five deliverable areas  Approval by Head of Data and Head of Digital, as delegated by the Digital, Data and Technology Director	13th September 2024
002	Progress report and "Show and Tell" update to wider AHDB staff group.  Progress report to be structured around the three strands of the work:	Approval by Head of Data and Head of Digital, as delegated by the Digital, Data and Technology Director	4th October 2024
003	Updated progress report and draft of content suitable for presentation to AHDB sector council meetings in November 2024, and AHDB Board in December 2024.	Approval by Head of Data and Head of Digital, as delegated by the Digital, Data and Technology Director	1st November 2024
004	Final report including structured content and findings as required for effective knowledge transfer.	Approval by Head of Data and Head of Digital, as delegated by the Digital, Data and Technology Director.	13th December 2024

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#### **Delivery Plan**

The Supplier will include outputs at each stage (which can overlap and run concurrently) that contribute to the final discovery report and business case construction:

- Mobilisation: Onboard team members, conduct desk-based review of existing research, capabilities, data sources and insights. Hold project kick-off workshop with key stakeholders to share approach and gain buy-in.
   Outputs: Mobilised and aligned team against a refined delivery plan.
- Stakeholder Engagement & Business Capability Analysis: Conduct user research
  through interviews and other techniques to gather insights, expectations, ambition,
  business, technical and end user needs & problems. Identify technical, legal,
  commercial and policy constraints.
  - Outputs: Clarity on the problem to be solved, 'As Is' landscape mapping, top-line maturity assessment including capacity for innovation and change, understanding of target personas and associated user stories.
- Gap Analysis and Improvement Identification: Highlight gaps between current
  capabilities and desired outcomes. Identify possible improvements targeted to
  business and user needs, including identifying services, solutions or in-flight
  projects that may already exist. If appropriate, we may build some low fidelity
  prototypes / wireframes at this point to explore solutions.
   Outputs: Proposed blueprint / systems diagrams with areas of risk and
  opportunities for accelerators highlighted.
- Technical, Business and Sustainability Options Assessment: Agree success and prioritisation criteria for improvements. Develop a roadmap. Identify the plan for next phase and areas to test.
   Outputs: Prioritised recommendations and options analysis based on agreed

Outputs: Prioritised recommendations and options analysis based on agreed criteria, suitable for inclusion in a five-case business model including feasibility, cost magnitude and risks, plus additional emphasis on environmental sustainability, the plan and team required for the next delivery phase.

During conduct of the discovery, the Supplier will integrate Agile ceremonies into fortnightly sprints:

- Stand ups for the team to check daily progress and align on tasks.
- Show & tells playback of findings, insights and plans with stakeholders and AHDB teams.
- Sprint goals & planning align to the upcoming sprint, document key activities, and engage with risks.
- Retrospective opportunity for the team to reflect and improve on the ways of working.

	The initial list of areas of dependency is given below. These are predominantly resource-based dependencies that, if unavailable, may limit the efficiency of the discovery team and as a result the quality of the final output produced within the fixed time.  • Stakeholder engagement: The Buyer shall ensure that stakeholders are available to engage with the Supplier sufficient to inform user research and user centred design. The Supplier will establish, continuously review and update comprehensive engagement procedures.  • Access to data & documentation: The Buyer shall provide relevant data, documentation and other materials such as information on existing systems, practices and business and enterprise architecture. The Supplier will implement a suitable centralised repository and use data analytics for insights and decision-making.  • Participant recruitment: The Buyer shall assist and respond to enable timely recruitment of user research participants drawing from internal and external communities, as relevant to delivery areas. The Supplier will work with your respective teams during project kick-off to identify an adequate participant recruitment plan and approach.  • UCD engagement: The Buyer shall ensure stakeholder involvement in UCD activities is prioritised, to ensure there is buy-in, understanding and engagement with the solution options design. The Supplier will encourage active participation by regularly facilitating show &
	The Supplier will encourage active participation by regularly facilitating show & tells, as well as involving stakeholders during key stages of the UCD process (e.g.
	interviews).
Supplier Resource Plan	<ul> <li>Senior Delivery Manager (SFIA 6) - 24 days</li> <li>Junior Business Analyst (SFIA 3) - 20 days</li> <li>Senior User Researcher (SFIA 5) - 64 days</li> <li>Business Analyst (SFIA 4) - 70 days</li> <li>Senior Data Analyst (SFIA 4) - 70 days</li> <li>Senior Service Designer (SFIA 5) - 64 Days</li> </ul>
Cyber Essentials Scheme	The Buyer requires the Supplier to have and maintain a Cyber Essentials PlusCertificate for the work undertaken under this SOW, in accordance with Joint Schedule 13 (Cyber Essentials Scheme).
Performance Management	As specified under the milestones.
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 Annex1 attached to this Statement of Work.
Worker Engagement Status	Not applicable (Outside IR35)

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## SOW Reporting Requirements:

Further to the Supplier providing the management information detailed in Call-Off Schedule 15 and any reports specified under Milestone of this Statement of Work, should any further reporting requirements be identified, the buyer's Contract Manager and/or Authorised representative will confirm these with the Supplier and update this Statement of Work to reflect.

4. CHARGES	
Call Off Contract Charges	The applicable charging method(s) for this SOW is:  • Time and Materials  The estimated maximum value of this SOW (irrespective of the selected charging_method) is £300,000 inc. VAT and expenses.  The Charges detailed in the financial model shall be invoiced in accordance with Clause4 of the Call-Off Contract.
Rate Cards Applicable	
Reimbursable Expenses	All expenses must be pre-approved by written confirmation from the buyer's authorised representative and as specified under the executed Order Form.

#### 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

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 title Date Signature
For and on behalf of the Buyer	Name 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 <a href="Statement of Work">Statement of Work</a>, 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	Detail	
Identity of Controller	The Relevant Authority is Controller and the Supplier is Processor	
for each Category of Personal Data	The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority isthe 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:	
	<ul> <li>[Insert] the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier]</li> </ul>	
	The Parties are Joint Controllers	
	The Parties acknowledge that they are Joint Controllers for the purposes of theData Protection Legislation in respect of:	
	<ul> <li>[Insert] the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]</li> </ul>	
	The Parties are Independent Controllers of Personal Data	
	The Parties acknowledge that they are Independent Controllers for the purposesof the Data Protection Legislation in respect of:	
	<ul> <li>Business contact details of Supplier Personnel for which the Supplier isthe Controller,</li> <li>Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier</li> </ul>	
	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 useby 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 purposesof 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 complete	[Describe how long the data will be retained for, how it be returned or destroyed]
UNLESS requirement under Union or Member State law to preserve that type of data	