



## G-Cloud 11 Call-Off Contract (version 4)

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## Part A - Order Form

<b>Digital Marketplace service ID number:</b>	389021335213241 <a href="https://www.digitalmarketplace.service.gov.uk/gcloud/services/464331535110888">https://www.digitalmarketplace.service.gov.uk/gcloud/services/464331535110888</a>
<b>Call-Off Contract reference:</b>	ICT2020-014. Jaggaer contract reference number will be issued following contract signatory.
<b>Call-Off Contract title:</b>	PSN Gateway Cloud Service and Support
<b>Call-Off Contract description:</b>	Reach back to legacy networks from the internet, via our approved secure gateway. Utilising application layer security, private-access tunnelling, single sign on and multi-factor authentication, you no longer need to pay for expensive PSN circuits or complex walled garden infrastructure. Aligned to NCSC best practices, proving The Internet is OK
<b>Start date:</b>	14 July 2020
<b>Expiry date:</b>	13 July 2021
<b>Call-Off Contract value:</b>	£36,932.00 (including VAT £44,318.40)
<b>Charging method:</b>	Invoiced monthly in arrears
<b>Purchase order number:</b>	To be supplied following contract signature

This Order Form is issued under the G-Cloud 11 Framework Agreement (RM1557.11). Buyers can use this Order Form to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any extra terms that materially change the Deliverables offered by the Supplier and defined in the Application.

There are terms in the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with square brackets.

<b>From: the Buyer</b>	The Secretary of State for the Department for Education Buyer's main address: Sanctuary Buildings Great Smith Street London SW1P 3BT
<b>To: the Supplier</b>	Visionist Limited +44 (0)20 3883 8201 1 Austin Park Yeoman Road Ringwood Hampshire. BH24 3FG  Company number: 06783340  DUNS number 211486045
<b>Together: the 'Parties'</b>	

### Principle contact details

<b>For the Buyer:</b>	Title: Delivery Manager [REDACTED]
<b>For the Supplier:</b>	Title: Commercial Manager [REDACTED]

### Call-Off Contract term

<b>Start date:</b>	This Call-Off Contract Starts on 14 July 2020 and is valid for 12 months.
<b>Ending (termination):</b>	The notice period needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums or at least 30 days from the date of written notice for Ending without cause.

<b>Extension period:</b>	<p>This Call-Off Contract can be extended by the Buyer for 2 periods of up to 6 months each, by giving the Supplier 30 days written notice before its expiry.</p> <p>Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p>
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### Buyer contractual details

This Order is for the G-Cloud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cloud Services used by the Buyer may vary during this Call-Off Contract.

<b>G-Cloud lot:</b>	This Call-Off Contract is for the provision of services under: Lot 3 – Cloud Software
<b>G-Cloud services required:</b>	<p><b>Features:</b></p> <ul style="list-style-type: none"> <li>Secure connectivity to the PSN from the Internet</li> <li>Fully Managed Service</li> <li>Secure internet PSN access to sensitive data</li> <li>Invisible on the Internet but Accessible via the Internet</li> <li>Control end-to-end performance of public cloud-based applications</li> <li>Predictable and Reliable Performance</li> <li>Seamlessly, single log-on, access all PSN or Web-Hosted applications</li> </ul> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>Complete end-to-end secure managed solution set-up and in service quickly</li> <li>Secure PSN Code of service/code of connection accredited gateway provider</li> <li>Secure remote access to enable the remote worker connectivity</li> <li>Improved User Experience</li> <li>Provides a complete implementation package tailored to specific needs</li> <li>Access data anytime, anywhere and on any device</li> <li>PSN approved connectivity to PSN</li> <li>Significantly reduce legacy PSN access expenses</li> </ul>
<b>Additional Services:</b>	<p>Any additional incidental and relevant additional services can be added to the scope of delivery, for example an increase in user licenses or architecture design and support.</p> <p>Short term engagements will be charged in accordance with the G11 Published SFIA Rate Card. Longer term engagements can be charged as a fixed price work package deliverable.</p> <p>Additional incidental and relevant services may include, for example:</p> <ul style="list-style-type: none"> <li>• Onboarding additional departments and PSN services.</li> </ul>
	<ul style="list-style-type: none"> <li>• Project Management and delivery.</li> <li>• Software licenses to support the core service.</li> </ul>
<b>Location:</b>	The Services will be cloud delivered. The supplier shall provide this service via the internet, to be consumed by all DfE sites. The solution shall be consumed via the internet, it does not need to be delivered to DfE sites.

<p><b>Quality standards:</b></p>	<p>The quality standards required for this Call-Off Contract are aligned to ISO9001 best practice.</p> <p>At no additional cost and in the interest of collaboration, Visionist will offer an initial technical overview seminar with suitably skilled DfE staff, where Visionist specialists will give a detailed overview of specific service components.</p> <p>Furthermore, Visionist will run a quarterly meeting with the DfE Service Management Team which will review performance, identify service improvement opportunities and recommended approach to improved user experience.</p> <p>The supplier will deliver a monthly service delivery report which includes qualitative and quantitative metrics for effective reporting, including a breakdown of service incidents, tickets and analysis.</p>
<p><b>Technical standards:</b></p>	<p>The quality standards required for this Call-Off Contract are Industry best practice in accordance with:</p> <ul style="list-style-type: none"> <li>• NCSC published guidelines</li> <li>• ITIL Service Management</li> <li>• Technical best practice as defined:  <a href="http://www.gov.uk/government/publications/technology-code-ofpractice/technology-code-of-practice">www.gov.uk/government/publications/technology-code-ofpractice/technology-code-of-practice</a></li> </ul> <div style="text-align: center;">  <p>Technology code of practice.pdf</p> </div>

<p><b>Service level agreement:</b></p>	<p>The Contract is to provide PSN Gateway Licenses and service support up to 100 end users in DfE. The number of licenses required by the DfE, will be agreed with Visionist, following implementation. A change to increase or decrease the number of DfE licences to be actioned within 7 working days on receipt of written request.</p> <p>A change to add a connection through the PSN service will be undertaken within 10 working days.</p> <p>The PSN Gateway licenses required by DfE should be fully operational, and provide access to OSCAR, SOP and any other services accessed over PSN 24/7, unless DfE are notified on any planned maintenance.</p> <p>For any planned maintenance, DfE should be notified at least 48 hours prior to maintenance work being undertaken.</p> <p>Minimum support services operating hours:</p>
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	<p>Monday - Friday 0800-1800 Saturday - Sunday 1000-1600</p> <p>The response and/or resolution times identified above are centred on the core business hours, 8.00am to 6.00pm and are based on Reasonable Endeavour. Major incidents that are within the boundaries of the service and not the responsibility of 3rd parties will continue to be resolved beyond core hours.</p>
<b>Onboarding:</b>	<p>Working collaboratively, Visionist will ensure that the PSN Gateway is securely deployed for DfE.</p> <p>This will include the configuration of all components, e.g. single sign on components, federation, zero trust elements (Zscaler) etc. Throughout onboarding we will implement knowledge sharing to ensure DfE staff are familiar with solution.</p> <p>DfE should provide appropriately skilled technical resource with sufficient knowledge and change control authority to implement the required client application and any associated changes required on the Buyer's infrastructure.</p>
<b>Offboarding:</b>	<p>The offboarding plan for this Call-Off Contract is 30 days hand over if another supplier is selected, or the service is run using an in-house civil service target operating model.</p>
<b>Limit on Parties' liability:</b>	<p>The annual total liability of either Party for all Property defaults will not exceed £56,000 (current level of cover and minimum required)</p> <p>The annual total liability for Buyer Data defaults will not exceed £56,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The annual total liability for all other defaults will not exceed the greater of £56,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p>
<b>Insurance:</b>	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> <li>Professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the GCloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law).</li> <li>Employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law.</li> </ul>
<b>Force majeure:</b>	<p>A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than 10 consecutive days.</p>

<p><b>Audit:</b></p>	<p>The following Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits.</p> <p>List of the required audit provisions from clauses 7.4 to 7.13 of the Framework Agreement:</p> <p><b>What will happen during the Framework Agreement’s Term</b></p> <p>7.4 The Supplier will maintain full and accurate records and accounts, using Good Industry Practice and generally accepted accounting principles, of the:</p> <ul style="list-style-type: none"> <li>● operation of the Framework Agreement and the Call-Off Contracts entered into with Buyers</li> <li>● Services provided under any Call-Off Contracts (including any Subcontracts)</li> <li>● amounts paid by each Buyer under the Call-Off Contracts</li> </ul> <p><b>What will happen when the Framework Agreement Ends</b></p> <p>7.5 The Supplier will provide a completed self audit certificate (Schedule 2) to CCS within 3 months of the expiry or Ending of this Framework Agreement.</p> <p>7.6 The Supplier’s records and accounts will be kept until the latest of the following dates:</p> <ul style="list-style-type: none"> <li>● 7 years after the date of Ending or expiry of this Framework Agreement</li> <li>● 7 years after the date of Ending or expiry of the last Call-Off Contract to expire or End</li> <li>● another date agreed between the Parties</li> </ul> <p>7.7 During the timeframes highlighted in clause 7.6, the Supplier will maintain:</p> <ul style="list-style-type: none"> <li>● commercial records of the Charges and costs (including Subcontractors’ costs) and any variations to them, including proposed variations</li> <li>● books of accounts for this Framework Agreement and all Call-Off Contracts</li> <li>● MI Reports</li> <li>● access to its published accounts and trading entity information</li> <li>● proof of its compliance with its obligations under the Data Protection Legislation and the Transparency provisions under this Framework Agreement</li> <li>● records of its delivery performance under each Call-Off Contract, including that of its Subcontractors</li> </ul>
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### **What will happen during an audit or inspection**

7.8 CCS will use reasonable endeavours to ensure that the Audit does not unreasonably disrupt the Supplier, but the Supplier accepts that control over the conduct of Audits carried out by the auditors is outside of CCS's control.

7.9 Subject to any Confidentiality obligations, the Supplier will use reasonable endeavours to:

- provide audit information without delay
- provide all audit information within scope and give auditors access to Supplier Staff

7.10 The Supplier will allow the representatives of CCS, Buyers receiving Services, the Controller and Auditor General and their staff, any appointed representatives of the National Audit Office, HM Treasury, the Cabinet Office and any successors or assigns of the above access to the records, documents, and account information referred to in clause 7.7 (including at the Supplier's premises), as may be required by them, and subject to reasonable and appropriate confidentiality undertakings, to verify and review:

- the accuracy of Charges (and proposed or actual variations to them under this Framework Agreement)
- any books of accounts kept by the Supplier in connection with the provision of the G-Cloud

Services for the purposes of auditing the Charges and Management Charges under the Framework Agreement and Call-Off Contract only

- the integrity, Confidentiality and security of the CCS Personal Data and the Buyer Data held or used by the Supplier
- any other aspect of the delivery of the Services including to review compliance with any legislation
- the accuracy and completeness of any MI delivered or required by the Framework Agreement
- any MI Reports or other records about the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records
- the Buyer's assets, including the Intellectual Property Rights, Equipment, facilities and maintenance, to ensure that the Buyer's assets are secure and that any asset register is up to date

	<p><b>Costs of conducting audits or inspections</b></p> <p>7.11 The Supplier will reimburse CCS its reasonable Audit costs if it reveals:</p> <ul style="list-style-type: none"> <li>● an underpayment by the Supplier to CCS in excess of 5% of the total Management Charge due in any monthly reporting and accounting period</li> <li>● a Material Breach</li> </ul> <p>7.12 CCS can End this Framework Agreement under Section 5 (Ending and suspension of a supplier’s appointment) for Material Breach if either event in clause 7.11 applies.</p> <p>7.13 Each Party is responsible for covering all their own other costs incurred from their compliance with the Audit obligations.</p>
<p><b>Buyer’s responsibilities:</b></p>	<p>Where a Buyer’s PSN Hosted application is not listed in the PSN DNS service and requires authentication via IP address whitelisting, the Buyer must make the request to the application owner, specifying the Supplier’s egress IP address at the IP address to ‘trust’. The Supplier should be copied in on all requests so that they can assist with the request process and any required security assurance which may be requested.</p> <p>DfE should provide a project manager throughout the onboarding process and a service manager as an ongoing point of contact between the two entities. With suitable sign off authority for changes/decisions to ensure timely delivery.</p>

## Supplier’s information

<p><b>Subcontractors or partners:</b></p>	<p>The following is a list of the Supplier’s Subcontractors or Partners:</p> <p>Smarter Technologies Limited (Parent Company of Visionist)</p> <p>Company Number: 12075211</p> <p>Address: Unit 1A Austin Park, Yeoman Road, Ringwood, Hampshire BH24 3FG</p>
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## Call-Off Contract charges and payment

The Call-Off Contract charges and payment details are in the table below. See Schedule 2 for a full breakdown.

<p><b>Payment method:</b></p>	<p>The payment method for this Call-Off Contract is BACS</p>
<p><b>Payment profile:</b></p>	<p>The payment profile for this Call-Off Contract is monthly in arrears.</p>

<b>Invoice details:</b>	Set up and annual support – payable upon contract start.
	License costs, monthly in advance. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.
<b>Who and where to send invoices to:</b>	Invoices will be sent to: <a href="mailto:AccountsPayable.OCR@education.gov.uk">AccountsPayable.OCR@education.gov.uk</a> Invoice/statement queries: <a href="mailto:AccountsPayable.bc@education.gov.uk">AccountsPayable.bc@education.gov.uk</a>
<b>Invoice information required</b>	A valid invoice is one that is: <ul style="list-style-type: none"> <li>• The correct sum (in £ sterling)</li> <li>• The correct terms of services/goods supplied</li> <li>• A unique invoice number</li> <li>• A valid purchase order number</li> <li>• Correct Supplier details, date and contact details</li> <li>• Have been delivered to the nominated address</li> <li>• Have been delivered in timing in accordance of the contract</li> </ul> A copy invoice shall simultaneously be emailed to the DfE Buyer to enable the Buyer to take receipting action.
<b>Invoice frequency:</b>	Invoice will be sent to the Buyer monthly.
<b>Call-Off Contract value:</b>	The total value of this Call-Off Contract is £36,932.00 (including VAT. £44,318.40).

**Call-Off Contract charges:**

The breakdown of the Charges are:

[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]
		[Redacted]	[Redacted]

DfE will require up to 100 license per month. Monthly cost will be dependent on number of licenses required for the given month, with monthly net cost being 1 license unit cost x licenses utilised. This will be agreed with the service manager upon implementation.

A change to increase or decrease the number of DfE licences to be actioned within 7 working days on receipt of written request. Monthly invoicing should reflect the number of licenses requested by DfE.

**NB** No other out of pocket expenses shall be allowable.

## Additional Buyer terms

<p><b>Performance of the service and deliverables:</b></p>	<p>This Call-Off Contract will include the following implementation plan, exit and offboarding plans and milestones:</p> <ul style="list-style-type: none"> <li>• On-Boarding is required - This will include the configuration of all components, e.g. single sign on components, federation, zero trust elements (Zscaler) etc. Throughout onboarding we will implement knowledge sharing to ensure DfE staff are familiar with solution – <i>within two weeks of contract signatory</i></li> <li>• Configuration of the PSN managed solution is complete, with access to SOP and OSCAR for DfE Users. DfE users able to confirm connectivity with no issues - <i>within two weeks of contract signatory</i></li> <li>• Capability to configure access to other PSN services within the contract period and terms where the need arises.</li> <li>• Knowledge sharing plan — <i>within two weeks of contract signatory</i></li> <li>• Review of performance of the solution and Visionist support – <i>one month following successful configuration of the solution</i></li> <li>• Quarterly Service Delivery Reports and Statistics. These reports will supplement quarterly performance review meetings of the service between DfE service manager and Visionist Contract Manager – <i>will occur quarterly.</i></li> <li>• Off Boarding- At the end of the contract, the service will terminate. Customers will simply need to replot their DNS services to an alternative service and remove the client application from the central software deployment tool.</li> </ul>
<p><b>Supplemental requirements in addition to the CallOff terms:</b></p>	<ul style="list-style-type: none"> <li>• Within the scope of the Call-Off Contract, the Supplier will adhere to the additional Departmental clauses as described in the attached document and provide evidence of assurance where requested.</li> </ul> <div style="text-align: center;">  <p>library-of-special-cla uses-security.docx</p> </div>

### 1. Formation of contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
- 1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.
- 1.4 In cases of any ambiguity or conflict the terms and conditions of the Call-Off Contract and Order Form will supersede those of the Supplier Terms and Conditions.

**2. Background to the agreement**

- (A) The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.11.
- (B) The Buyer provided an Order Form for Services to the Supplier.

<b>Signed:</b>	Supplier	Buyer
<b>Name:</b>	██████████	
<b>Title:</b>	██████████	
<b>Signature:</b>		
<b>Date:</b>	██████████	
<b>Signed:</b>	Supplier	Buyer

**Schedule 1 – Services**

The Services to be provided by the Supplier under the Lot are listed in Framework Section 2 and outlined below and in the Supplier Statement of Work.

Embed SOW & Supplier Service Description from Digital Marketplace:



Visionist G-Cloud service offering.pdf

**PSN Gateway**

The solution will allow designated users to connect to OSCAR via Visionist’s Secure gateway. It will also allow the Buyer to provide access to other PSN services if needed.

Features:

- Secure connectivity to the PSN from the Internet
- Fully Managed Service
- Secure internet PSN access to sensitive data
- Invisible on the Internet but Accessible via the Internet
- Control end-to-end performance of public cloud-based applications
- Predictable and Reliable Performance
- Seamlessly, a single log-on, access all PSN or Web-Hosted applications Benefits:
- Complete end-to-end secure managed solution set-up and in service quickly
- Secure PSN Code of service/code of connection accredited gateway provider
- Secure remote access to enable the remote worker connectivity
- Improved User Experience
- Provides a complete implementation package tailored to specific needs
- Access data anytime, anywhere and on any device

- PSN approved connectivity to PSN
- Significantly reduce legacy PSN access expenses

## Schedule 2 - Call-Off Contract charges

The charge model is for 100 users, charged at £36,932.00 total. This is the maximum number of licenses available which can be used DfE. DfE monthly license usage charge will be determined by number of licenses requested.

Should the Buyer wish to increase the number of users, this can be added to this Call Off agreement via a G-cloud formal variation process, in accordance with our published pricing document below.

## CGS G-Cloud 11 Framework T&C



CCS G-Cloud 11  
T&Cs.docx

Schedule 3 – Not Used

Schedule 4 – Not Used

Schedule 5 – Not Used

Schedule 6 - Glossary and interpretations



CCS GCloud11  
Glossary of Terms.doc

Schedule 7 - GDPR Information

## Schedule 7 - GDPR Information

This schedule reproduces the annexes to the GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract.

Annex 1 - Processing Personal Data

This Annex 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 Annex shall be with the Buyer at its absolute discretion.

1.1 The contact details of the Buyer's Data Protection Officer are: Emma.Wharram@education.gov.uk

1.2 The contact details of the Supplier's Data Protection Officer are:  
[Bijal Patel - bijal.patel@visionist.com]

- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
<p>Identity of Controller for each Category of Personal Data</p>	<p><del>The Buyer is Controller and the Supplier is Processor</del>  <del>The Parties acknowledge that in accordance with paragraph 2-15 Framework Agreement Schedule 4 (Where the Party is a Controller and the other Party is Processor) 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:</del></p> <p><del>The Supplier is Controller and the Buyer is Processor</del>  <del>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Buyer is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</del></p> <p><del>The Parties are Joint Controllers</del>  <del>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</del></p> <p>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:</p> <ul style="list-style-type: none"> <li>● Business contact details of Supplier Personnel for which the Supplier is the Controller,</li> <li>● Business contact details of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer’s duties under the Contract) for which the Buyer is the Controller,</li> <li>● <b><i>The Supplier does not store any of the Buyer’s Data on any system other than the Buyer’s systems</i></b></li> <li>● <b><i>The Supplier will safe guard all of the Buyer’s personal data utilised in the delivery of these services and ensure that the Supplier’s service remains the sole repository of data.</i></b></li> <li>● <b><i>All Supplier staff are GDPR aware, with the Supplier being Cyber Essentials Certified, which enforces data handling and GDPR compliance.</i></b></li> </ul>

Duration of the Processing	The duration of data processing will be for the duration of the contract specified in the Order Form of the Call Off Agreement. 1 June 2020 – 30 June 2021
Nature and purposes of the Processing	The nature of processing is strictly for the management of the Buyer's IT Services.
Type of Personal Data	Names, Email Address, Telephone Number, Staff or other unique business identification.
Categories of Data Subject	Buyer's Staff who are users of the PSN Service. Buyer's contractors and suppliers who are users of the Cirrus Service. No public information.
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	Data will be retained in accordance with the Buyer's data retention policies.