



TENDER DOCUMENTATION

Volume 4 Terms and Conditions

SafeSleep 2018/2019

EXETER CITY COUNCIL TERMS AND CONDITIONS FOR THE PERFORMANCE OF SERVICES.

KEY PROVISIONS

1.1 THE SUPPLIER

Name

Registered office / principal place of business

Fax number

1.2 THE SERVICES

Give a full description of the Services being provided. Refer to Specification and attach this to contract.

1.3 THE CONTRACT PRICE

Set out the contract price – giving details of instalments if appropriate, and due dates. Indicate whether VAT is included - Include all costs, expenses and guarantees.

1.4 THE CONTRACT TERM

Commencement Date:

Contract Term:

Include any relevant dates, such as delivery/commencement date, contract period, any end date, extension of term provisions,

1.5 THE FACILITY

Describe the premises of the Council where the services or works are to be carried out .

1.6 INSURANCE

1.6.1 Employer's liability insurance with a limit of indemnity of not less than £5,000,000.00 per claim; and

1.6.2 Public Liability insurance with a limit of indemnity of not less than £5,000,000.00 per claim; and

1.6.3 Professional Indemnity Insurance with a limit of indemnity of not less than £2,000,000.00 per claim.

1.7 THE CONTRACT DOCUMENTS

Here you should list all documents which are specific to this contract and which should be incorporated into it.

1.8 THE SPECIAL CONDITIONS

Additional contractual conditions maybe required and the following must be considered for all contracts.

- 1. Data Protection - See Schedule One Data Protection and Annex 1 attached.**
2. *Exit Assistance*
3. *Named Personnel (SQEP)*
4. *Named Sub Contractors*
5. *TUPE (only if applicable)*
6. *Specification*
7. *Charges & Payments*
 - a. *Retentions*
 - b. *Indexation*
 - c. *Mobilisation*
 - d. *Open Book?*
 - e. *Benchmarking?*
 - f. *Fixed Price*
 - g. *Schedule of Rates*
8. *Change Control*
9. *Service Performance*
10. *Liquidated Damages*

Advice on these clauses must be sought from Legal Services and Procurement.

THIS AGREEMENT is made on the _____ day of _____

BETWEEN:-

- (1) **EXETER CITY COUNCIL** of Civic Centre, Paris Street, Exeter, Devon, EX1 1JN (“the Council”) of the one part; and
- (2) **THE SUPPLIER** whose name, registered office or principal place of business, and fax number are as stated in the Key Provisions (“the Supplier”) of the second part;

IT IS HEREBY AGREED AS FOLLOWS:-

1. INTERPRETATION

1.1 Definitions.

Commencement Date: has the meaning set out in paragraph 1.4 of the Key Provisions.

Confidential Information: all information of a confidential nature disclosed or made available directly or indirectly to the Supplier or its Representatives, including any information which is marked confidential or private and any information relating to the Council's members, customers, clients, suppliers, business strategy, plans, intentions, market opportunities, operations, processes or intellectual property.

Contract: means this contract and includes the Key Provisions the Schedules and all Contract Documents.

Contract Documents: means the documents listed in paragraph 1.7 of the Key Provisions.

Contract Price: means the price and associated details in paragraph 1.3 of the Key Provisions.

Contract Term: means the term set out in paragraph 1.4 of the Key Provisions.

Council Data: means all information and data that is not Personal Data that is processed stored transmitted or generated by the Supplier on behalf of the Council.

Council Materials: has the meaning set out in clause 3.3 (i)

Council's Acceptance: means either the signing of this Contract or the issue by the Council of a Letter of Intent.

Data Protection Legislation: the UK Data Protection Legislation and (for so long as and to the extent that the law of the European Union has legal effect in the UK) the GDPR and any other directly applicable European Union regulation relating to privacy.

Deliverables: all products and materials developed by the Supplier or its agents, contractors and employees as part of or in relation to the Services in any form or media, including without limitation drawings, maps, plans, diagrams, designs, pictures, computer programs, data, specifications and reports (including drafts).

Facility: (if applicable) means the location or locations in paragraph 1.5 of the Key Provisions including any part or parts of Council owned premises.

Information: has the meaning given under section 84 of the Freedom of Information Act 2000.

FOIA: means the Freedom of Information Act 2000.

Insurances: means the insurances set out in paragraph 1.6 of the Key Provisions.

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights, trade marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world.

Personal Data: shall mean any personal data as defined in the DPL processed by the Supplier on behalf of the Council.

Request for Information: a request for information or an apparent request under the Code of Practice on Access to Government Information, the Freedom of Information Act 2000 or the Environmental Information Regulations.

Representatives: employees officers, agents, advisors, sub-contractors, suppliers or any other representatives of the Supplier.

Schedule: means the Schedules of this Contract as attached hereto.

Services: means the matters set out in paragraph 1.2 of the Key Provisions; including without limitation any Deliverables, to be provided by the Supplier under this Contract.

UK Data Protection Legislation: any data protection legislation from time to time in force in the UK including the Data Protection Act 1998 or 2018 or any successor legislation.

Working Day: means a day (other than a Saturday, Sunday or a public holiday) when banks in London are open for business.

1.2 The following rules of interpretation apply:

a **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality);

a reference to a party includes its personal representatives, successors or permitted assigns;

a reference to laws in general is a reference to all local, national and directly applicable supra-national laws as amended, extended or re-enacted from time to time and shall include all subordinate laws made from time to time under them and all orders, notices, codes of practice and guidance made under them;

a reference to a statute or statutory provision is a reference to such statute or statutory provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted;

any phrase introduced by the terms **including, include, in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms;

a reference to **writing** or **written** includes e-mails but does not include faxes;

any consent required from the Council under the Contract must be obtained in writing from an authorised officer of the Council.

2. BASIS OF CONTRACT

- 2.1 The Supplier has agreed to provide the Services to the Council in return for the Contract Price subject to the terms of this Contract.
- 2.2 This Contract shall come into existence and take effect upon Council's Acceptance and shall continue for the Contract Term until such time as it is terminated in accordance with this Contract.

3. SUPPLY OF SERVICES

- 3.1 The Supplier shall from the Commencement Date and for the duration of this Contract provide the Services to the Council in accordance with the terms of this Contract.
- 3.2 The Supplier shall meet any performance dates for the Services specified in the Key Provisions or notified to the Supplier by the Council.
- 3.3 In providing the Services, the Supplier shall:
- (a) co-operate with the Council in all matters relating to the Services, and comply with all instructions of the Council;
 - (b) perform the Services with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;
 - (c) use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with this Contract;
 - (d) ensure that the Services and the Deliverables shall conform with all descriptions and specifications set out in the Key Provisions, and that the Deliverables shall be fit for any purpose expressly or impliedly made known to the Supplier by the Council;
 - (e) provide all equipment, tools and vehicles and such other items as are required to provide the Services;
 - (f) use the best quality goods, materials, standards and techniques and ensure that the Deliverables, and all goods and materials supplied and used in the Services or transferred to the Council, will be free from defects in workmanship, installation and design;
 - (g) obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations;
 - (h) observe all health and safety rules and regulations and any other security requirements that apply at any part of the Facility and notify the Council immediately of any breach;
 - (i) hold all materials, equipment and tools, drawings, specifications and data supplied by the Council to the Supplier ('Council Materials') in safe custody at its own risk, maintain the

Council Materials in good condition until returned to the Council, and not dispose or use the Council Materials other than in accordance with the Council's written instructions or authorisation;

- (j) not do or omit to do anything which may cause the Council to lose any licence, authority, consent or permission upon which it relies for the purposes of carrying out its duties and functions, and the Supplier acknowledges that the Council may rely or act on the Services; and
- (k) comply with all of the Council's policies and procedure signs notices and other instructions either displayed at the Facility or notified to the Supplier (or its Representatives) from time to time and relating to the use of the Facility or any part of them or any equipment or facilities at the Facility and ensure that its Representatives also comply with this clause.

4. SUPPLIERS PERSONNEL & CONDUCT

4.1 The Council reserves the right:

- (a) to refuse to admit any Representative into the Facility whose admission is in the reasonable opinion of the Council undesirable.
- (b) to request a replacement Representative for a Representative who in the reasonable opinion of the Council is undesirable or not suitably qualified or experienced to perform the Services.

4.2 The Supplier shall:

- (a) ensure that a Representative fulfilling a specific role in performing the Services will do so unless otherwise agreed with the Council.
- (b) take all reasonable steps to prevent unauthorised persons entering the Facility.
- (c) promptly provide the Council with a detailed list of Representatives taking part in the Services specifying the capacities in which they are connected with the Services and any other details the Council may reasonably require.
- (d) arrange the Services so as to minimise any inconvenience or interference to the duties and functions of the Council.

5. COUNCILS REMEDIES

5.1 If the Supplier fails to perform the Services in accordance with this Contract, the Council shall, without limiting its other rights or remedies, have one or more of the following rights:

- (a) to terminate the Contract with immediate effect by giving written notice to the Supplier;
- (b) to refuse to accept any subsequent performance of the Services and/or delivery of the Deliverables which the Supplier attempts to make;
- (c) to recover from the Supplier any costs incurred by the Council in obtaining any substitute service from a third party;

- (d) where the Council has paid in advance for Services that have not been provided by the Supplier to have such sums refunded by the Supplier;
- (e) to claim damages for any additional costs, loss or expenses incurred by the Council which are in any way attributable to the Supplier's failure to provide the Services in accordance with this Contract.

5.2 The terms of this Contract shall extend to any substituted or remedial services supplied by the Supplier.

5.3 The Council's rights under this Contract are in addition to its rights and remedies implied by statute and common law.

6. COUNCIL'S OBLIGATIONS

6.1 The Council shall:

- (a) provide the Supplier with reasonable access at reasonable times to the Facility for the purpose of providing the Services and delivering Deliverables; and
- (b) provide such information as the Supplier may reasonably request (in a format determined by the Council acting reasonably) for the provision of the Services and the Council considers reasonably necessary for the purpose of providing the Services.

7. CHARGES AND PAYMENT AND INVOICES

7.1 The Contract Price shall be the full and exclusive remuneration of the Supplier in respect of the performance of the Services. Unless otherwise agreed in writing by the Council, the Contract Price shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.

7.2 In consideration of the supply of Services by the Supplier, the Council shall pay the invoiced amounts within 30 days of the date of a correctly rendered invoice to a bank account nominated in writing by the Supplier.

7.3 All amounts payable by the Council under this Contract are exclusive of amounts in respect of valued added tax chargeable from time to time (**VAT**). Where any taxable supply for VAT purposes is made under this Contract by the Supplier to the Council, the Council shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of Services at the same time as payment is due for the supply of the Services.

7.4 Invoices shall be in a form approved by the Council and any invoices that have to be resubmitted due to the inaccuracy will become due 30 days from the date the resubmitted invoice is issued.

7.5 The Supplier shall maintain complete and accurate records of the time spent and materials used by the Supplier in providing the Services, and the Supplier shall allow the Council to inspect such records at all reasonable times on request.

- 7.6 The Council may, without limiting its other rights or remedies, set off any amount owing to it by the Supplier against any amount payable by the Council to the Supplier under this Contract.

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1 In respect of the Services and any goods that are transferred to the Council as part of the Services under this Contract, including without limitation the Deliverables or any part of them, the Supplier warrants that it has full clear and unencumbered title to all such items, and that at the date of delivery of such items to the Council, it will have full and unrestricted rights to sell and transfer all such items to the Council.
- 8.2 The Supplier assigns to the Council, with full title guarantee and free from all third party rights, all Intellectual Property Rights in the products of the Services, including for the avoidance of doubt the Deliverables.
- 8.3 The Supplier shall obtain waivers of all moral rights in the products, including for the avoidance of doubt the Deliverables, of the Services to which any individual is now or may be at any future time entitled under Chapter IV of Part I of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction.
- 8.4 The Supplier shall, promptly at the Council's request, do (or procure to be done) all such further acts and things and the execution of all such other documents as the Council may from time to time require for the purpose of securing for the Council the full benefit of the Contract, including all right, title and interest in and to the Intellectual Property Rights assigned to the Council in accordance with clause 8.2.
- 8.5 All Council Materials are the exclusive property of the Council.

9. INDEMNITY & INSURANCE

- 9.1 The Supplier shall keep the Council indemnified in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Council as a result of or in connection with:
- (a) any claim made against the Council by a third party for death, personal injury or damage to property arising out of, or in connection with, the Services;
 - (b) any claim made against the Council by a third party arising out of, or in connection with, the supply of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this Contract by the Supplier and its Representatives;
 - (c) any claim made against the Council in connection with the negligence of the Supplier or its Representatives whilst on, entering or leaving the Facility or any damage to Councils property or the Facility;

- (d) any claim made against the Council for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the Deliverables and/or the use or supply of the Services;
- (e) any breach of the DPL arising out of any unauthorised and unlawful processing, accidental loss or destruction of, or damage or theft to Council Data: and arising out of any action or inaction of the Supplier resulting in the Council being in breach of any of its obligations or duties under the DPL or equivalent applicable legislation in any other country. For the avoidance of doubt this indemnity includes any penalty or fine imposed by the Information Commissioners Office on the Council where the breach of the DPL or the loss of Council Data is the caused by the negligence of the Supplier.

9.2 The indemnities provided in clause 9.1 above shall not extend to any losses, damage or injury to the extent that they are caused directly or arise directly out of the act or omissions of the Council in breach of its obligations under this Contract.

9.3 Without prejudice to its liability to indemnify the Council, the Supplier shall maintain in force the Insurances with reputable insurers lawfully carrying on such insurance business in the United Kingdom during the term of this Contract and for a period of six years thereafter and in the case of Professional Indemnity Insurance twelve years.

9.4 The Supplier shall produce such evidence of insurance as the Council may reasonably require in relation to the insurances demanded as detailed above. Such evidence shall show that the insurances referred to and required by the Contract have been taken out, paid for and shall remain in force at all material times throughout the duration of the Contract, and as required thereafter In this regard the Supplier shall furnish the Council with details of each renewal of insurance as and when its renewal is made throughout the duration of the contract and (if so required by the Council) thereafter.

10. LIABILITY

10.1 Each party shall at all times take all reasonable steps to minimise and mitigate any loss or damage for which the relevant party is entitled to bring a claim against the other party pursuant to this Contract.

10.2 Subject to clause 10.3, the Council shall not have any liability for any:

- (a) indirect or consequential loss or damage;
- (b) loss of business, rent profit or anticipated savings whether direct or indirect unless is has expressly assumed such liability:
- (c) damage to goodwill or reputation;
- (d) loss, theft, damage or destruction to any equipment, tools, machinery, vehicles or other equipment brought onto the Facility by the Supplier or its Representatives;
- (e) loss, damage, costs or expenses suffered or incurred by any third party.

- 10.3 Notwithstanding any other provision of this Contract the Council does not limit or exclude its liability for:
- (a) fraud or fraudulent misrepresentation;
 - (b) death or personal injury caused by its negligence;
 - (c) any other act or omission, liability for which may not be limited under any applicable law.

11. CONFIDENTIALITY

11.1 Subject to clause 11.2 the Supplier shall not acquire any rights of ownership or use in any Confidential Information originating or provided by the Council.

11.2 The Supplier undertakes:

- (a) To restrict the disclosure of Confidential Information to such of its Representatives as need to know it for the purpose of discharging the Supplier's obligations under this Contract , and shall ensure that all such Representatives are subject to obligations of confidentiality corresponding to those set out in this clause 11.
- (b) That the Supplier and its Representatives shall use the Confidential Information only for the purposes of performing their respective obligations under this Contract.
- (c) That any person employed or engaged by the Supplier in connection with this Contract shall not, in the course of such employment or engagement, disclose any Confidential Information to any third party without the prior written consent of the Council.
- (d) To take all necessary precautions to ensure that all Confidential Information is treated as confidential and not disclosed (save as aforesaid) or used other than as permitted by this clause 11.
- (e) That, without prejudice to the generality of the foregoing, neither the Supplier nor any of its Representatives shall use the Confidential Information for the solicitation of business from the other or from any third party.

11.3 The provisions of this clause 11 shall not apply to any information which:

- (a) Is or becomes public other than by breach of this clause 11; or
- (b) Is in the possession of the Supplier without restriction on disclosure before the date of receipt from the disclosing person; or
- (c) Is independently developed by the Supplier without access to the Confidential Information; or
- (d) Must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure including any requirements for disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

12. AUDIT

- 12.1 The Supplier shall keep and maintain until six years after this Contract has come to an end, or such longer period as specified by the Council (in writing) all Information relating to the Contract and full and accurate records of the following:
- (a) the Services provided under the Contract; and
 - (b) the monies paid by the Council; and
 - (c) any other information requested by the Council.

13. GDPR AND COUNCIL DATA

- 13.1 The provisions in respect of Personal Data and the GDPR are set out in Schedule One Data Protection of this Contract and the Supplier shall comply with the provisions set out therein.
- 13.2 The Supplier shall;
- (a) only process Council Data in accordance with strict instructions from the Council in order to perform its obligations under this Contract.
 - (b) at all times have in place and maintain appropriate technical and organisational security measures to safeguard against unauthorised and unlawful processing, accidental loss or destruction of, or damage or theft to Council Data.
 - (c) ensure all Council Data is processed in a secure manner.
 - (d) immediately notify the Council of any breach of the security measures required to be put in place pursuant to clause 13.1.(b).
- 13.3 As soon as reasonably practicable the Supplier shall at the Supplier's cost, comply with any request by the Council to:
- (a) correct or delete inaccurate Council Data;
 - (b) provide a copy of the Council Data stored in any form of retrieval or storage facilities in the possession or control of the Supplier;
 - (c) provide information about the processing of the Council Data;
 - (d) destroy or return all Council Data to the Council in a format requested by the Council.
- 13.4 The Supplier shall not without the Council's prior consent;
- (a) use the Council Data for the Suppliers own purposes, including for marketing;
 - (b) transfer or disclose any Council Data to third parties;
 - (c) alter, delete, add to or otherwise interfere with the Council Data (save where expressly required to do so by the terms of this Contract).

14. ANTI-BRIBERY

14.1 The Supplier shall:

- (a) Comply with all applicable laws statutes regulations and Council policies relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 ('Relevant Requirements');
- (b) Not engage in any activity practise or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity practise or conduct had been carried out in the UK;
- (c) Comply with the Council's policies on anti-bribery as the Council may update the Supplier from time to time ('Relevant Policies');
- (d) Have and shall maintain in place throughout the term of this Contract its own policies and procedures, including adequate procedures under the Bribery Act 2010, to ensure compliance with the Relevant Requirements, the Relevant Policies and clause 14.1(b) and will enforce them where appropriate;
- (e) Promptly report to the Council any request or demand for any undue financial or other advantage of any kind received by the Supplier in connection with the performance of this Contract;
- (f) Immediately notify the Council if a foreign public official becomes an officer or employee of the Supplier or acquires a direct or indirect interest in the Supplier, and the Supplier warrants that it has no foreign public officials as direct or indirect owners, officers or employees at the date of this Contract.

14.2 The Supplier shall ensure that any person associated with the Supplier who is performing services in connection with this Contract does so only on the basis of a written contract which imposes on and secures from such person terms equivalent to those imposed on the Supplier in clause 14.1 ('the Relevant Terms'). The Supplier shall be responsible for the observance and performance by such persons of the Relevant Terms, and shall be directly liable to the Council for any breach by such persons of any of the Relevant Terms.

15. TERMINATION

15.1 Without limiting its other rights or remedies, the Council may terminate this Contract with immediate effect by giving written notice to the Supplier if:

- (a) the Supplier commits a material or persistent breach of this Contract and (if such a breach is remediable) fails to remedy that breach within 14 days of receipt of notice in writing of the breach;
- (b) the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 or (being a partnership) has any partner to whom any of the foregoing apply;

- (c) the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors;
- (d) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Supplier (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of the Supplier with one or more other companies or the solvent reconstruction of the Supplier;
- (e) the Supplier (being an individual) is the subject of a bankruptcy petition order;
- (f) a creditor or encumbrancer of the Supplier attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- (g) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Supplier (being a company);
- (h) a floating charge holder over the assets of the Supplier (being a company) has become entitled to appoint or has appointed an administrative receiver;
- (i) a person becomes entitled to appoint a receiver over the assets of the Supplier or a receiver is appointed over the assets of the Supplier;
- (j) any event occurs, or proceeding is taken, with respect to the Supplier in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 15.1(b) to clause 15.1(i) (inclusive);
- (k) the Supplier suspends or threatens to suspend, or ceases or threatens to cease to carry on, all or a substantial part of its business;
- (l) the Supplier (being an individual) dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his own affairs or becomes a patient under any mental health legislation.

15.2 Without limiting its other rights or remedies, the Council may terminate this Contract with immediate effect by giving written notice to the Supplier and recover from the Supplier the amount of any loss resulting from such termination, if:

- (a) the Supplier shall have offered, or given or agreed to give, to any person employed by, or in the service of, the any gift, consideration or reward of any kind as an inducement for doing, or promising to do or for having done or promising to do, any action in relation to the obtaining or the execution of this Contract or any other Contract with the Council, or for showing or promising to show favour or disfavour to any person, in relation to this Contract or any other contract with the Council, or if the like acts shall have been done by it, or person employed by it or acting on its behalf (whether with or without the Supplier's knowledge) or if in relation to any contract with the Council the Supplier or any person employed by it or acting on its behalf shall have committed an offence under the Bribery Act 2010, or shall have given any fee or reward the receipt of which is an offence under Section 117 (2) and (3) of the Local Government Act 1972.

- (b) the Supplier or any person on its behalf is found to have canvassed prior to the submission of a tender or quotation.

15.3 Without limiting its other rights or remedies, the Council may terminate this Contract at any time by giving the Supplier one months' written notice.

16. CONSEQUENCES OF TERMINATION

On termination of the Contract or any part of it for any reason:

- (a) where the Services are terminated, the Supplier shall immediately deliver to the Council all Deliverables, whether or not then complete, and return all Council Materials. If the Supplier fails to do so, then the Council may without limiting its other rights or remedies enter the Supplier's premises and take possession of them. Until they have been returned or delivered, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Contract;
- (b) notwithstanding the obligations under clause 12 the Supplier shall procure that all Council Data shall be delivered to the Council forthwith and the Supplier shall certify full compliance with this clause;
- (c) the accrued rights and remedies of the parties as at termination shall not be affected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination; and
- (d) any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this contract including but not limited to 9,11,12,14 and 17 shall remain in full force and effect.

17. PUBLICITY

17.1 The Supplier shall not make any press announcements or publicise the existence or terms of the Contract or use the Councils name or brand in any promotion or marketing or announcement of orders without the Councils prior written consent and shall ensure these provisions are observed by its Representatives;

17.2 The Council shall be entitled to publicise this Contract for any reason without notice.

18. DISPUTE RESOLUTION

18.1 Where there is a dispute, the aggrieved party shall notify the other party in writing of the nature of the dispute with as much detail as possible about the deficient performance of the other party. A senior representative of each of the parties shall meet in person or communicate by telephone within 5 Working Days of the date of the written notification in order to reach an agreement about the nature of the deficiency and the corrective action to be taken by the respective parties. If the dispute cannot be resolved, or if the agreed upon completion dates in any written plan of corrective action are exceeded, either party may seek its remedies as provided below.

18.2 If the parties cannot resolve the dispute by the procedure set out above, the parties shall irrevocably submit to the exclusive jurisdiction of the courts of England and Wales for the purposes of hearing and determining any dispute arising out of this Contract.

19. SAFEGUARDING

19.1 If appropriate, the Supplier shall put or have in place a safeguarding policy which reflects and complements the relevant statutory provisions relating to safeguarding children and/or vulnerable adults and;

- (a) the Council's safeguarding policies and procedures;
 - (i) as applicable and amended from time to time to ensure that all allegations, suspicions and incidents of abuse, harm or the risk of harm to children and / or vulnerable adults or where there is a concern about the behaviour of an individual are reported immediately to the Council's Representative The Supplier's safeguarding policies and procedures should include active encouragement to staff in whistle blowing if aware of suspected abuse.

19.2 If appropriate, the Supplier shall submit its safeguarding policy to the Council for approval. The Supplier must incorporate any amendments to the policy which may be advised by the Council.

19.3 Subject to the Government Review of the Vetting and Barring Scheme announced 16th June 2010, the Supplier must if appropriate adhere to the requirements under the scheme including, when appropriate, the referral of individuals to the Independent Safeguarding Authority where there is a concern relating to harm or the risk of harm to children or vulnerable adults or where there is a concern about the behaviour or conduct of an individual. The Supplier shall comply with all statutory obligations in respect of safeguarding and shall act in accordance with the guidance issued by the Independent Safeguarding Authority as amended from time to time.

19.4 If appropriate, all Supplier personnel (paid and voluntary) engaged in a Regulated Activity on behalf of the Supplier must have undertaken an Enhanced Criminal Records Bureau Check and the Supplier shall provide the Council's Representative with details of individual Enhanced Criminal Records Bureau Check certificate reference numbers for all employees likely to be engaged in the provision of the Services concerned and ensure this information is updated as required. The Supplier shall procure that no person who discloses any conviction or who is found to have any convictions following the checks referred to in this Condition is employed or engaged by the Supplier on the Supplier's behalf without the Council's prior written consent. All personnel must have a fresh Enhanced Criminal Records Bureau Check if they have a break in service of three (3) months or more.

19.5 The Supplier shall ensure that the organisation operates a recruitment and selection procedure which aligns with the Council's safer recruitment and disciplinary standards and which meets the requirements of legislation, equal opportunities and anti-discriminatory practice and ensures the protection of vulnerable children and adults. The selection of all Supplier personnel and volunteers should be fair, safe and effective and the Supplier will be expected to comply with all national requirements for registered providers and shall ensure the stringent checking of identification,

qualifications, curriculum vitae and the scrutiny of at least two confidential references which specifically include a response to a question enquiring as to the suitability of the applicant for the post particularly in circumstances where the carrying out of Criminal Records Bureau Checks is not a statutory requirement.

- 19.6 If appropriate, the Supplier shall ensure that vulnerable children and adults are safeguarded from any form of abuse or exploitation including physical, financial, psychological and sexual abuse, neglect, discriminatory abuse or self harm or inhuman or degrading treatment through deliberate intent, negligent acts or omissions.
- 19.7 If appropriate, the Supplier shall ensure that all allegations, suspicions and incidents of abuse are reported immediately to the Council's Representative and shall promptly take appropriate disciplinary action against any member of staff who is engaged or is alleged to be engaged in any of the improper conduct. The Supplier shall promptly inform the Council's Representative of the initiation, nature and outcome of any disciplinary action taken against any member of staff and shall immediately suspend the member of staff from providing the Services pending investigation and completion of appropriate disciplinary action. The Council's Representative may require the Supplier to provide specific further training and support to the member of staff concerned and may request in writing that the Supplier monitors that member of staff's performance and submits a report to the Council's Representative. The Supplier shall ensure that the provisions of relevant contracts of employment of its staff provide for relevant staff consent to the sharing of the information / data described in this Condition.
- 19.8 If appropriate, the Supplier shall procure that all personnel engaged in the delivery of the Services regularly receive appropriate safeguarding vulnerable adults training according to their job role as detailed within the Specification or discussed and agreed at subsequent contract review meetings.
- 19.9 If appropriate, the Supplier shall appoint an individual of sufficient seniority for the safeguarding of vulnerable adults. This individual shall be responsible for the implementation and monitoring of the Supplier's safeguarding policies and procedures in accordance with the terms of this Agreement.
- 19.10 The Supplier shall:
- (a) have in place a process whereby its employees may report in confidence any alleged malpractice on the part of the Supplier as regards any part of the provision of the Services;
 - (b) not take any action against any employee pursuant to its contractual rights in respect of that employee where such employee has in accordance with the process provided pursuant to Clause 19.10 (a) and in good faith reported alleged malpractice on the part of the Supplier.

20. EQUALITIES AND DIVERSITY

- 20.1 The Supplier shall:
- (a) perform its obligations under this Contract (including those in relation to the Services) in accordance with:

(i) all applicable equality law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise);

(iii) any other requirements and instructions which the Council reasonably imposes in connection with any equality obligations imposed on the Council at any time under applicable equality law;

- (b) take all necessary steps, and inform the Council of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).
- (c) take all reasonable steps to secure the observance of this clause by all Representatives of the Supplier and all suppliers and sub-contractors employed in performance of the Contract.

21. HUMAN RIGHTS

21.1 Insofar as it the Human Rights Act applies the Supplier shall (and shall use reasonable endeavours to ensure that its Representatives shall) at all times comply with the provisions of the Human Rights Act 1998 in the performance of the Contract.

21.2 The Supplier shall undertake or refrain from undertaking such acts as the Council requests so as to enable the Council to comply with its obligations under the Human Rights Act 1998.

22. FREEDOM OF INFORMATION

22.1 The Supplier acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and co-operate with the Council (at the Supplier's expense) to enable the Council to comply with these information disclosure requirements.

22.2 The Supplier shall and shall procure that its Representatives shall:

- (a) transfer the Request for Information to the Council as soon as practicable after receipt and in any event within two Working Days of receiving a Request for Information;
- (b) provide the Council with a copy of all Information in its possession or power in the form that the Council requires within five Working Days (or such other period as the Council may specify) of the Council requesting that Information;
- (c) provide all necessary assistance as reasonably requested by the Council to enable the Council to respond to a Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

22.3 The Council shall be responsible for determining at its absolute discretion whether the Information:

- (a) is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations; and/or
- (b) is to be disclosed in response to a Request for Information.

22.4 In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by the Council.

22.5 The Supplier acknowledges that the Council may, acting in accordance with the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of the FOIA, November 2004), be obliged under the FOIA or the Environmental Information Regulations to disclose Information:

- (a) without consulting with the Supplier; or
- (b) following consultation with the Supplier and having taken its views into account,

provided always that where clause 22.5(b) applies the Council shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

22.6 The Supplier shall ensure that all Information produced in the course of the Contract or relating to the Contract is retained for disclosure and shall permit the Council to inspect such records as requested from time to time.

22.7 The Supplier acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and that the Council may nevertheless be obliged to disclose Confidential Information in accordance with clause 22.5.

23. HEALTH AND SAFETY

23.1 The Supplier shall promptly notify the Council of any health and safety hazards, which may arise in connection with the performance of the Contract. The Council shall promptly notify the Supplier of any health and safety hazards that may exist or arise at the Facility and that may affect the Supplier in the performance of the Contract.

23.2 While on the Facility, the Supplier shall comply with any health and safety measures implemented by the Council in respect of staff and other persons working on the Facility.

23.3 The Supplier shall notify the Council immediately in the event of any incident occurring in the performance of the Contract on the Facility where that incident causes any personal injury or damage to property that could give rise to personal injury.

23.4 The Supplier shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to staff and other persons working on the Facility in the performance of the Contract.

23.5 The Supplier shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Council on request.

23.6 The Supplier shall comply with the Council's Health and Safety Policy in operation from time to time and available on request.

24. SUSTAINABILITY

Unless the Council specifies otherwise the Supplier in providing the Services shall wherever practicable by design or supply to conserve energy, reduce waste, use durable and upgradeable goods, use more sustainable products (i.e. those that minimise environmental, social and economic impacts) and influence their suppliers to develop same and contribute to the establishment of better sustainable supply chains.

25. BEST VALUE

The Supplier shall use reasonable endeavours to ensure that the provision of the Services complies with the Councils statutory duty to provide best value and must make arrangements to secure continuous improvement in the way in which the Services are exercised, having regard to a combination of economy, efficiency and effectiveness.

26. GENERAL

26.1 Force majeure:

Neither party shall be liable to the other as a result of any delay or failure to perform its obligations under the Contract if and to the extent such delay or failure is caused by an event or circumstance which is beyond the reasonable control of that party which by its nature could not have been foreseen by such a party or if it could have been foreseen was unavoidable. If such event or circumstances prevent the Supplier from supplying the Services for more than two weeks, the Council shall have the right, without limiting its other rights or remedies, to terminate this Contract with immediate effect by giving written notice to the Supplier.

26.2 Assignment, novation and subcontracting:

- (a) The Supplier shall not, except where Clause 26.2 (b) of this Contract applies, assign, subcontract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Council such consent not to be unreasonably withheld or delayed. If the Supplier subcontracts any of its obligations under this Contract, every act or omission of the subcontractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Council as if such act or omission had been committed or omitted by the Supplier itself.
- (b) Notwithstanding Clause 26.2 (a) of this Contract, the Supplier may assign to a third party ("**Assignee**") the right to receive payment of any sums due and owing to the Supplier under this Contract for which an invoice has been issued. Any assignment under this Clause 26.2 (b) of this Contract shall be subject to:
 - (i) the deduction of any sums in respect of which the Council exercises its right of recovery under Clause 7.6 of this Contract;

- (ii) all related rights of the Council in relation to the recovery of sums due but unpaid;
 - (iii) the Council receiving notification of the assignment and the date upon which the assignment becomes effective together with the Assignee's contact information and bank account details to which the Council shall make payment;
 - (iv) the provisions of Clause 7 of this Contract continuing to apply in all other respects after the assignment which shall not be amended without the prior written approval of the Council;
 - (v) payment to the Assignee being full and complete satisfaction of the Council's obligation to pay the relevant sums in accordance with this Contract.
- (c) Any authority given by the Council for the Supplier to subcontract any of its obligations under this Contract shall not impose any duty on the Council to enquire as to the competency of any authorised subcontractor. The Supplier shall ensure that any authorised subcontractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such subcontractor are fully in accordance with this Contract.
- (d) Where the Supplier enters into a subcontract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such subcontract, unless otherwise agreed with the Council in writing, which:
 - (i) contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such subcontracting;
 - (ii) contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with law and guidance and record keeping;
 - (iii) contain a prohibition on the subcontractor subcontracting, assigning or novating any of its rights or obligations under such subcontract without the prior written approval of the Council (such approval not to be unreasonably withheld or delayed);
 - (iv) contain a right for the Council to take an assignment or novation of the subcontract (or part of it) upon expiry or earlier termination of this Contract;
- (e) The Council shall upon written request have the right to review any subcontract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any subcontract within five (5) Working Days of the date of a written request from the Council. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of subcontracts.
- (f) Where the Supplier enters into a subcontract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such subcontract, unless otherwise agreed with the Council in writing, which require payment to be made of all sums due to the subcontractor from the Supplier within a specified period not exceeding thirty (30) days from receipt by the Supplier of a valid invoice.
- (g) Where the Council pays the Supplier's undisputed invoices earlier than thirty (30) days from receipt in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant subcontractors within a comparable timeframe from receipt by the Supplier of such undisputed invoices from its subcontractors.

- (h) The Council may at any time assign, transfer, charge, subcontract, or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.

26.3 Transfer of Services:

- (a) Where the Council intends to continue to procure services equivalent to any or all of the Services after termination or expiry of the Contract, either by performing them itself or by the appointment of a replacement supplier, the Supplier shall use all reasonable endeavours to ensure the seamless transition of the Services to the Council or a replacement supplier and to ensure that the transition is effected with the minimum of disruption to the Council.
- (b) The Supplier shall co-operate fully during the transition period and provide full access to all written and electronic information, data, documents, manuals working instructions, and reports which the Council (acting reasonably) considers necessary.

26.4 Notices:

- (a) Any notice or other communication required to be given to a party under or in connection with this Contract shall be in writing and shall be delivered to the other party personally or sent by prepaid first-class post, recorded delivery or by commercial courier, at its registered office (if a company) or (in any other case) its principal place of business, or sent by fax to the other party's main fax number.
- (b) Any notice or communication shall be deemed to have been duly received if delivered personally, when left at the address referred to above or, if sent by prepaid first-class post or recorded delivery, at 9.00 am on the second Working Day after posting, or if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed, or if sent by fax, on the next Working Day after transmission.
- (c) This clause 26.4 shall not apply to the service of any proceedings or other documents in any legal action. For the purposes of this clause, "writing" shall not include e-mails and for the avoidance of doubt notice given under this Contract shall not be validly served if sent by e-mail.

26.5 Waiver and cumulative remedies:

- (a) A waiver of any right under the Contract is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising any right or remedy under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- (b) Unless specifically provided otherwise, rights arising under the Contract are cumulative and do not exclude rights provided by law.

26.6 Severance:

- (a) If a court or any other competent authority finds that any provision (or part of any provision) of the Contract is invalid, illegal or unenforceable, that provision or part-provision shall, to the

extent required, be deemed deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.

- (b) If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

26.7 **Status:** Nothing in the Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party being the agent or employee of another party for any purpose. No party shall have authority to act as an employee or as agent for, or to bind, the other party in any way.

26.8 **Third parties:** A person who is not a party to the Contract shall not have any rights under or in connection with it.

26.9 **Variation:** Save for any variation required by paragraph 1.13 of Schedule One Data Protection any other variation, including any additional terms and conditions, to the Contract to which paragraph 1.13 is not applicable shall only be binding when agreed in writing and signed by the parties. For the avoidance of doubt in writing for the purpose of this clause does not include faxes or e-mails.

26.10 **Governing law and jurisdiction:** The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

26.11 **Entire agreement:** This Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Contract.

ATTESTATION OPTIONS - By Hand or By Deed *NB The Council requires all contracts of a value above £75,000 to be executed as a deed.*

BY HAND

As Witness the hands of the Parties or their duly authorised representatives

Signed by the **Council**

Name in Capitals.....

Position.....

Signed by Witness.....

Full Name

Address.....

Signed by the **Supplier**.....

Name in Capitals.....

Position.....

Signed by Witness.....

Full Name

Address.....

OR AS A DEED

I N W I T N E S S of which the parties hereto have executed and delivered this document as a deed the day and year first before written

EXECUTED AS A DEED by)

affixing **THE COMMON SEAL** of)

EXETER CITY COUNCIL)

in the presence of:-)

Duly Authorised Signatory

SIGNED as a **DEED** by)

)

acting in the presence of:-)

Director

Director / Secretary

SCHEDULE ONE - DATA PROTECTION

[Delete this Note when using the Data Protection Schedule

- 1. Supplier must evidence a) IT Security b) Data Protection Policy & Staff Training.*
- 2. ECC review and approve the Protective Measures see Data Protection Officer and IT Officer.*
- 3. Complete Annex 1.*
- 4. Remove any text in italics.]*

A) DEFINITIONS

- a. Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer** take the meaning set out in the Data Protection Legislation.
- b. Data Protection Impact Assessment:** an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
- c. Data Loss Event:** any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach.
- d. Data Subject Access Request:** a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.
- e. Law:** means any law, subordinate legislation within the meaning of Section 12(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply.

- f. **LED:** Law Enforcement Directive (Directive (EU) 2016/680).
- g. **Party:** a Party to this Contract.
- h. **Protective Measures:** appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it.
- i. **Sub-processor:** any third Party appointed to process Personal Data on behalf of the Supplier related to this Contract.

1. DATA PROTECTION

- 1.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Council is the Controller and the Supplier is the Processor. The only processing that the Supplier is authorised to do is listed in the Annex by the Council and may not be determined by the Supplier.
- 1.2 The Supplier shall notify the Council immediately if it considers that any of the Council's instructions infringe the Data Protection Legislation.
- 1.3 The Supplier shall provide all reasonable assistance to the Council in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Council, include:
 - (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 1.4 The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
 - (a) process that Personal Data only in accordance with the Annex 1, unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall promptly notify the Council before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which have been reviewed and approved by the Council as appropriate to protect against a Data Loss Event having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that :

- (i) its Representatives do not process Personal Data except in accordance with this Contract (and in particular Annex 1);
- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Representatives who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Supplier's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Council or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Council or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Council has been obtained and the following conditions are fulfilled:
 - (i) the Council or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Council;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Council in meeting its obligations); and
 - (iv) the Supplier complies with any reasonable instructions notified to it in advance by the Council with respect to the processing of the Personal Data;
- (e) at the written direction of the Council, delete or return Personal Data (and any copies of it) to the Council on termination of the Contract unless the Supplier is required by Law to retain the Personal Data.

1.5 Subject to clause 1.6, the Supplier shall notify the Council immediately if it:

- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
- (b) receives a request to rectify, block or erase any Personal Data;
- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
- (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- (f) becomes aware of a Data Loss Event.

1.6 The Supplier's obligation to notify under clause 1.5 shall include the provision of further information to the Council in phases, as details become available.

- 1.7 Taking into account the nature of the processing, the Supplier shall provide the Council with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 1.5 (and insofar as possible within the timescales reasonably required by the Council) including by promptly providing:
- (a) the Council with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Council to enable the Council to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Council, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Council following any Data Loss Event;
 - (e) assistance as requested by the Council with respect to any request from the Information Commissioner's Office, or any consultation by the Council with the Information Commissioner's Office.
- 1.8 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
- (a) the Council determines that the processing is not occasional;
 - (b) the Council determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - (c) the Council determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 1.9 The Supplier shall allow for audits of its Data Processing activity by the Council or the Council's designated auditor.
- 1.10 The Supplier shall designate a data protection officer if required by the Data Protection Legislation.
- 1.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Supplier must:
- (a) notify the Council in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Council;
 - (c) enter into a written Contract with the Sub-processor which give effect to the terms set out in this Schedule such that they apply to the Sub-processor; and
 - (d) provide the Council with such information regarding the Sub-processor as the Council may reasonably require.
- 1.12 The Supplier shall remain fully liable for all acts or omissions of any Sub-processor.
- 1.13 The Council may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 1.14 The Supplier shall keep the Council indemnified in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, fines, legal and other professional fees and expenses awarded against or incurred or paid by the Council as a result of or in connection with any

breach of the Data Protection Legislation arising out of any unauthorised and unlawful processing, accidental loss or destruction of, or damage or theft to Personal Data: and arising out of any action or inaction of the Supplier resulting in the Council being in breach of any of its obligations or duties under the Data Protection Legislation or equivalent applicable legislation in any other country. For the avoidance of doubt this indemnity includes any penalty or fine imposed by the Information Commissioners Office on the Council where the breach of the Data Protection Legislation or the loss of Personal Data is the caused by the negligence of the Supplier or its Representatives.

- 1.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Council may on not less than 30 Working Days' notice to the Supplier to amend this Schedule to ensure that it complies with any guidance issued by the Information Commissioner's Office.

ANNEX 1

Processing, Personal Data and Data Subjects

1. The Supplier shall comply with any further written instructions with respect to processing by the Council.
2. Any such further instructions shall be incorporated into this Annex.

Description	Details
Subject matter of the processing	<i>Rough Sleepers or households at risk of rough sleeping on the streets of Exeter.</i>
Duration of the processing	<i>For the length of the contract from the initial referral through until the household has successfully moved into more stable accommodation</i>
Nature and purposes of the processing	<i>Customer information will be held by (Name of Provider). Customers circumstances to be shared with Exeter City Council, and other local services which are there to assist those rough sleeping</i>
Type of Personal Data	<i>name, address history, date of birth, NI number, telephone number, pay, financial records, benefits, support needs, criminal offences, medical information</i>
Categories of Data Subject	<i>Households who are rough sleeping or at risk of rough sleeping on the streets of Exeter.</i>
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	<i>(Name of Provider) will be responsible for its own data retention and to either destroy all information or return to Exeter, upon the end of the contract, any information that falls outside of (Name of Provider) data retention policy.</i>