

DETECTED

STANDARD SUPPORT SCHEDULE

This section only applies if the Order Form shows that Standard Support Services have been selected. If so, this Standard Support Schedule will apply in addition to the General Terms, the Product Terms and any applicable Additional Terms. Any definition not provided in this Schedule shall have the same meaning as set out elsewhere in the Agreement.

1. DEFINITIONS

1.1. The following definitions apply to this Standard Support Schedule

“**Business Hours**” means working day between 09:00 - 17:00 (BST or GMT)

“**Planned Maintenance**” means any work planned in advance to be carried out by GBG that may cause the service to be temporarily suspended.

“**Relevant Period**” means a period of one calendar month in which the target Service Availability is measured.

“**Service Availability**” means a measure of 99.9% measured over a calendar month, as more particular described at clause 2.3 of this Schedule 3.

“**Standard Retention Period**” means the period of time that the Customer Audit Trail will be retained within the Service after the time of the Initial Transaction before its automatic deletion.

“**Target Times**” shall mean the target timescales listed in clauses 2.6 in which GBG aims to respond or resolve incidents reported in accordance with this Standard Support Schedule.

“**User Guide**” means the instructions for the users for the Service.

“**Variable Data Retention**” has the meaning given to it in clause 4.1 of this Standard Support Schedule.

2. STANDARD SUPPORT

2.1. Day-to-Day System Administration: GBG will perform the routine system administration of the Service, including server, network and security monitoring.

2.2. Service Management: The Service is provided 24 hours a day, 365 days per year. GBG will respond to faults GBG detects or which the Customer reports to GBG as set out in paragraph 2.4 below.

2.3. Scheduled Service Time: The Service has an availability measure of 99.9% measured over a calendar month. The availability measure excludes all periods of Planned Maintenance/ Scheduled Downtime.

2.4. Planned Maintenance: From time to time, GBG may need to schedule maintenance of the Service. GBG will endeavour to conduct Planned Maintenance at a time that reduces the impact on the availability of the Service. Where possible, Planned Maintenance will be conducted during low usage periods. If GBG is required to suspend the Service for Planned Maintenance GBG shall give the Customer as much advance notice as is practicable.

2.5. Fault reporting and fault repair: Any incidents or faults in the Service are to be notified to Customer Support via the System Administrator or any reporting procedures GBG requires the Customer to use from time to time. Following notice, GBG shall undertake an initial assessment, provide a fault reference and discuss and agree with the Customer a priority level.

2.6. Customer Support: GBG will provide the Customer with the contact numbers (either telephone or fax, as appropriate) and email address of designated contact points, which will be the Customer's contact points for placing orders, reporting faults and making inquiries relating to the Service. The Customer can use the numbers to contact Customer Support to report faults 24 hours a day, 365 days a year and, during Business Hours only, to order services or make enquiries.

2.7. Service Restoration: The Customer and GBG agree that the following classifications and Target Times shall be incorporated into the Service:

Incident Level	Impact or Description	Target Time
Priority faults 1	Unable to complete the core process with no workaround impacting >20% end users	Response 1 hour Resolution within 4 hours of incident reporting Updates on an hourly basis
Priority faults 2	Unable to complete the core process or additional paid services for with no workaround impacting <20% end users (of a given client)	Response 2 hours within incident being reported Resolution within 48 hours Updates daily within Business Hours
Priority faults 3	There is an issue, but manual intervention allows it to be unlocked	Response 2 hours during Business Hours Resolution within 48 hours within Business Hours Updates daily within Business Hours
Priority faults 4	The Service is experiencing minor problems but is functioning as expected	Response 24 hours during business hours Resolution as discussed and agreed with the Supplier and GBG. Updates at least weekly within Business Hours

- 2.8. All priorities which cannot be resolved by the Customer Support function by the end of Business Hours will be put on hold until the start of the next Business Day.
- 2.9. Disclaimer. GBG will use reasonable endeavours to resolve any incident or fault within the appropriate Target Time, but the Customer recognises and accepts that GBG may need to resolve issues with a Data Supplier, which could involve work being carried out outside of Business Hours to accommodate for time zone differences and the Target Time remains a target only.

3. CUSTOMER AUDIT TRAIL

- 3.1 For every Transaction a Customer completes, the name of the Dataset, the data subject's personal data, the match Result, the date and time matched, and a unique log number will be recorded by the Service for the purposes of the Customer Audit Trail.
- 3.2 GBG will use the Customer Audit Trail to determine the number of Identity Verifications the Customer has carried out (or which have been carried out on the Customer's behalf) for charging purposes and where requested or required, to provide analysis or statistics on the match rates achieved by the Service.
- 3.3 Information held on the Customer Audit Trail will be accessible online by the Customer's System Administrator.

4. VARIABLE DATA RETENTION

- 4.1 Where set out in clause 3 of this Schedule, certain elements of the Service may provide the Customer with the functionality to select an alternative Retention Period to that referred to within clause 4 of this Schedule ("**Variable Data Retention**").
- 4.2 Where the Customer uses Variable Data Retention, the Customer acknowledges and accepts the following:
- (1) The Customer is solely responsible for determining the Retention Period and consequently the Customer will be solely liable for any claim by a Data Subject which occurs as a result

of a failure to retain information and data regarding Transactions carried out using the Service after expiry of the Retention Period;

- (2) All data and information retained within the Customer Audit Trail beyond the Retention Period will be deleted irrevocably. For the avoidance of doubt this includes historic Transactions and does not only relate to future Transactions;
- (3) The deletion of all data and information from the Customer Audit Trail will impact GBG's ability to provide support services and deal with any enquiries from a data subject including any subject access requests received;
- (4) Following the expiry of the Retention Period, GBG will not be in a position to resolve any issues and will have no record of data or information inputted into the Service;
- (5) The Customer Audit Trail is the only place where Customer Data and records of Transactions are recorded and therefore GBG strongly recommends that the Customer retains its own copies of Customer Data as well as a record of all Transactions undertaken using the Service.