

# RM Support Services Terms and Conditions

## (Effective May 2018)

### 1. APPLICATION OF THESE TERMS AND CONDITIONS

1.1. These Conditions apply to all of the Services (as defined below) provided by RM. If you do not wish to be bound by these Conditions, the Contract Holder should not order or accept performance of the Services. These Conditions apply to the exclusion of all other terms and conditions that may be provided by the Contract Holder.

### 2. DEFINITIONS

The following terms shall have the meaning set out below:

“Acceptable Use Policy”	means an acceptable use policy prepared in accordance with good industry practice (i.e., being a policy suitable for the provision of a Network to the sorts of users envisaged to use the Network and properly and suitably addressing all of the risks and issues typically addressed by such a policy);
“Conditions”	means these terms and conditions;
“Contract Holder”	means the person with which RM holds its contract to provide Services in accordance with these Conditions;
“Initial Term”	means the minimum term set out in the relevant quote from RM;
“Network”	means any network in relation to which RM provides the Services (including without limitation any “Community Connect” network and/or any Microsoft Windows, Apple or Google network);
“RM”	means RM Education Ltd, a company registered in England and Wales and whose registered office is situated at 140 Eastern Avenue, Milton Park, Abingdon, Oxon, OX14 4SB;
“Services”	means support services provided by RM as set out in the relevant quote;
“SIMS Support”	means support of the SIMS software operated by Capita Plc;
“Support Contract”	means the agreement between RM and the Contract Holder to provide the Services; and
“Virus”	means any virus, worm, Trojan horse, logic bomb, time bomb, back door, trap door or any other similar form of code intended, or having that effect, to cause harm, damage or to prevent or restrict the use of any computer system or data.

### 3. RESPONSIBILITIES OF THE CONTRACT HOLDER

3.1. The provision of the Services by RM is subject to the Contract Holder performing or complying with all of its responsibilities set out in these Conditions. For the avoidance of doubt, RM may without notice suspend or terminate the Services in the event that:

- 3.1.1. any of the Contract Holder’s responsibilities as set out in these Conditions is not performed; or
- 3.1.2. any Virus is transmitted onto any of RM’s systems.

#### **Anti Virus Protection**

3.2. The Contract Holder must ensure that the Network is protected against the threat of virus infection by installing and maintaining up to date anti virus software.

#### **Software maintenance**

3.3. The Contract Holder must keep the Network current and secure by applying all appropriate validated service releases and software updates from RM or the appropriate 3<sup>rd</sup> party vendor.

#### **Acceptable Use Policies**

3.4. The Contract Holder must, at all times, implement and enforce an Acceptable Use Policy for the Network. The Contract Holder shall be responsible for ensuring that all users of the Network comply with the Acceptable Use Policy. Further, where there is a breach of the Acceptable Use Policy, the Contract Holder shall take such steps as are appropriate in all the circumstances (which may, for the avoidance of doubt, include disciplinary action and/or ceasing to permit further use of the Network by the relevant individual(s)).

#### **Internet Access**

3.5. The Contract Holder shall be responsible for procuring all required Internet connections and, for the avoidance of doubt, all Internet costs shall be entirely the responsibility of the Contract Holder.

#### **Licensing**

3.6. The Contract Holder must have in force current software licenses for all software on the Network.

#### **Network maintenance and configuration**

3.7. The Contract Holder must maintain the configuration, hardware and cabling relating to the Network(s) in good working order and within any specifications provided by RM.

#### **Server maintenance**

3.8. The Contract Holder must maintain securely, current backup copies of all relevant live systems that enable effective running of the Contract Holders network. These backup copies should enable a successful restoration of the live system by implementing a satisfactory backup approach using software tools and processes to test the quality. Suitable retention policies following best practice should be employed to enable a recovery in the event of a network failure. The Contract Holder must provide access to the current backup copies to RM (and any RM authorised third party) personnel connected with the provision of the Services where required.

**Network access**

3.9. The Contract Holder must permit RM (and RM authorised third party) personnel connected with the provision of the Services access to the Contract Holder's premises to work on the Network where reasonably required.

**Remote diagnostic services**

3.10. Where required to provide any of the Services, the Contract Holder shall ensure the provision of an installed data link through which RM can access the Network using RM's chosen remote access software and technology. The Contract Holder must also provide access to those areas of the Network as required by RM for RM to deliver the Services.

**Appointed ICT Support Staff**

3.11. The Contract Holder must nominate a "Network Manager" and a maximum of five (5) additional contacts who will act as the liaison between the Contract Holder's establishment and RM. If there are any changes to nominated personnel the Contract Holder must inform RM immediately.

**Fair Usage and Network Management Training**

3.12. The Contract Holder has unlimited usage of the Service however, if the number of support calls are significantly greater than the average, a price discussion may be had with the appropriate account manager.

3.13. If in RM's reasonable opinion excessive use of the Services is caused by a lack of network management training, RM will bring this to Contract Holder's attention, and the Contract Holder must address any training need to the satisfaction of RM without delay.

**Strategic Change**

3.14. The Contract Holder must notify RM before strategic changes are made to the Network. Advance knowledge of planned changes will ensure that RM engineers have current information on the status of the Network, helping RM to resolve issues affecting the Network more efficiently. RM considers strategic changes to be changes that significantly alter the Network including:

- 3.14.1. adding a new server to the Network;
- 3.14.2. changing the configuration or role of a server connected to the Network;
- 3.14.3. changes to the topology and/or infrastructure of the Network; and/or
- 3.14.4. change of Internet provision (including change of Internet Service Provider).

**4. SERVICE LIMITATIONS**

4.1. The provision of the Services relates only to the Network(s) as set out on the original network support quotation or subsequent network support renewal forms. No quotation or renewal form will be accepted for part of a Network.

4.2. The Services do not include:

- 4.2.1. assistance with relocation of the Network(s) or part of the Network;
- 4.2.2. any provision of the Services required as a result of any accident, neglect, alterations, improper use or misuse (including in breach of the Acceptable Use Policy) of the Network or any part of the Network;
- 4.2.3. any provision of Services necessitated by repairs to the Contract Holder's premises, hardware or software attempted by non-RM personnel;
- 4.2.4. assistance with writing or rewriting any software;
- 4.2.5. project management;
- 4.2.6. support for software on the network (other than the network software itself);
- 4.2.7. advice given in connection with the removal or treatment of any Virus (please see also Condition 15 below);
- 4.2.8. support in respect of products and/or services made available by RM to Contract Holders and that are categorised by RM as subject to a separate agreement and charging regime; and
- 4.2.9. any on-site time at the Contract Holder's premises or any other actions from RM other than through a remote diagnostic session.

4.3. Where the Contract Holder has employed the services of a third party commissioning agent to install, commission or relocate part of the Network, RM may request at its discretion that a chargeable network survey is conducted prior to continuing offering support and advice.

**5. SIMS SUPPORT**

5.1. Where SIMS Support forms part of the Services, the Contract Holder shall be responsible for:

- 5.1.1. paying the "SIMS Licence and Annual Entitlement" fees directly to Capita Plc;
- 5.1.2. complying with any requirements or paying any other fees as directed by Capita Plc that are necessary to maintain a SIMS Direct subscription; and;
- 5.1.3. informing Capita Plc that RM will be acting as the Contract Holder's agent for the provision of SIMS Support.

5.2. Subject to Condition 5.1, the hours of service (for SIMS Support only) shall be, on Working Days:

- 5.2.1. Monday to Thursday – 08:00 to 17:00; and
- 5.2.2. Friday – 08:00 to 16.45

The SIMS Support service is closed on bank holidays and between 25<sup>th</sup> December and 1<sup>st</sup> January each year.

**6. PROVISION OF SOFTWARE FOR THE REMOTE DIAGNOSTIC SERVICE**

6.1. No software licence of any sort is granted to the Contract Holder on software provided as part of any remote diagnostic service to the Contract Holder and the Contract Holder is not permitted to use in any way any software resident on the Network which may be provided as part of any such service.

6.2. RM may at its discretion at any time remove any software referred to in Condition 6.1 (above) from the Contract Holder's Network. This provision shall override any conflicting provision in any software licence agreement provided to the Contract Holder in connection with the service.

## **7. TERM**

7.1. The term for each Support Contract shall be as agreed between the parties but, for the avoidance of doubt, shall not be deemed to have commenced until RM accepts the relevant order.

7.2. The Services shall commence on the date referred to in Condition 7.1 (above) and shall continue for the Initial Term. At the end of the Initial Term the Services shall automatically roll on for successive periods of twelve (12) months (unless otherwise agreed in writing by the parties) unless at least one month's written notice to terminate a Support Contract is given by either party to the other party prior to the expiry of any subsequent twelve (12) month term.

## **8. PERIOD OF SERVICES AVAILABILITY**

8.1. The Services will be carried out by RM during the hours set out below:

8.1.1. Telephone/ Webchat: 08.00 – 18.00 Mon-Fri (excluding bank holidays and between Christmas and New Year); and

8.1.2. Online Portal: 24/7 365,

Calls will be actioned between the hours 08.00 – 18.00 Mon-Fri (excluding bank holidays and between Christmas and New Year)

8.2. The Contract Holder undertakes to ensure that a member of the Contract Holder's trained operations staff will be in attendance where the Services are being carried out at the Contract Holder's site.

8.3. For onsite services (ordered separately from the Support Contract), work on the Contract Holder's site in accordance with a schedule agreed with the Contract Holder (both parties acting reasonably in all the circumstances) for a maximum duration of 6 hours per day.

## **9. PRICE**

9.1. Unless a written quotation has been given (whereupon the price quoted will be fixed for a period of thirty (30) days or such other period as is specified therein) the price for the Services is subject to alteration without notice and the price charged to the Contract Holder will be that applicable at the date of RM's acceptance of the order or (at RM's option) the start date of the Services. All prices are exclusive of Value Added Tax (and any similar tax) which will be added as separate items on RM's invoice.

## **10. PAYMENT**

10.1. Unless otherwise notified to the Contract Holder in writing by RM, the Contract Holder shall pay all invoices within fourteen (14) days of the date thereof (time being of the essence). RM reserves the right to charge interest at a rate of 3% per annum above the Barclays Bank base rate ruling from time to time on any payment or any part payment overdue calculated from the date due and to recover its expenses including legal fees and costs of collection and to suspend delivery, performance of any warranty, or license, or (at RM's option) forthwith to determine the same.

10.2. All payments will be made without set off or counterclaim or any other withholding whatsoever.

## **11. PASSING OF RISK**

11.1. Risk of loss and damage shall pass from RM to the contract Holder upon delivery of any products (including loan items) to the Contract Holder or its agent.

## **12. CONFIDENTIAL INFORMATION**

12.1. The Contract Holder agrees (unless agreed otherwise in writing by RM) to maintain in confidence and not disclose, reproduce or copy any materials, documentation, specification or software in any form whatsoever provided to the Contract Holder in connection with the Services. The Contract Holder shall take all reasonable steps to ensure that its employees are bound by the same obligations and that such obligations endure beyond any termination of employment with the Contract Holder.

## **13. WARRANTY AND RM'S LIABILITY**

13.1. RM warrants to the Contract Holder that it will use all reasonable skill and care in carrying out the Services. There are no warranties, conditions, guarantees or representations whether express implied by statute or otherwise, oral or in writing except as provided in these Conditions.

13.2. Notwithstanding Condition 13.1 (above) all rights which the Contract Holder may have under the Consumer Protection Act 1987 and the Unfair Contract Terms Act 1977 are in addition to those set out in these Conditions.

13.3. In the event of a breach of the warranty in Condition 13.1 (above), RM's sole liability shall be to re-perform at its expense any of the Services which do not conform to the said warranty.

13.4. If RM fails without cause to perform the Services in accordance with its obligations under these Conditions, the Contract Holder may recover an amount to compensate for any direct physical loss which is suffered as a result of RM's failure, subject always to a maximum aggregate liability in any calendar year of the total charges paid or payable for the Services in question.

13.5. RM shall be liable without limit for death or personal injury arising from its performance of the Services to the extent that it results from the negligence of RM or its employees. RM shall also be liable for any other direct loss of or damage to tangible property caused solely by the negligence of RM or its employees, subject always to its maximum aggregate liability of one million pounds (£1,000,000).

13.6. The Contract Holder agrees that RM will not be liable for any loss caused by the Contract Holder's failure to perform its obligations as set out or referred to in these Conditions or for any act of the

Contract Holder which is in contravention of these Conditions. The Contract Holder also agrees that RM will not be liable for the effects of any further Virus attack occasioned during an attempt by RM to clean the Network from a previous Virus attack.

13.7. RM shall not in any event be liable for any indirect, special or consequential loss whether statutory or otherwise, howsoever arising (including but not limited to loss of anticipated profits or of data) in connection with or arising out of the Services, even if RM shall have been advised of the possibility of such potential loss and shall not be liable for any loss except as provided for in these Conditions.

13.8. Except in respect of the liability of RM for death or personal injury resulting from the negligence of RM or its employees or in respect of a claim for non-payment of monies due, no action regardless of form arising out of the transactions in relation to these Conditions may be brought by either party more than two (2) years after the cause of action has accrued.

#### 14. GENERAL ADVICE

14.1. The Contract Holder accepts that when providing any oral advice or suggestions during the Services, RM is relying upon information given to it by the Contract Holder about the Contract Holder's Network, its configuration and usage, and any future improvement or strategic direction. Whilst it is given in good faith, it is for the Contract Holder to verify whether any such advice or suggestions are suitable for its purposes and RM shall not be liable in contract, tort or otherwise for any direct, indirect or consequential loss or damage arising out of or in connection with any such advice or suggestions. Any oral suggestions or advice tendered by RM must be confirmed in writing before RM will accept any liability for any such advice, which shall, in any event be limited to a refund of the charges paid for the relevant Services. In no event will RM be liable for any indirect or consequential loss or damage arising out of or in connection with any such written confirmation. The provisions of this Condition 14 shall be without prejudice to the provisions of Condition 15 (below).

#### 15. ADVICE CONCERNING VIRUSES

15.1. Should the Contract Holder wish to receive advice from RM concerning the treatment of any of the effects of a Virus, RM shall be entitled (but not obliged) to provide such advice but the Contract Holder accepts that, as RM does not have specialist knowledge concerning Viruses, such information is given on a reasonable endeavours basis and the Contract Holder shall not be entitled to rely on such advice. Should the Contract Holder wish to receive specialist advice concerning any Virus, the Contract Holder agrees to obtain such advice directly from a manufacturer of virus-checking software or another specialist in that field of expertise.

#### 16. TERMINATION

16.1. RM shall have the right, without prejudice to any other remedies it may have at any time by giving notice in writing to the Contract Holder to terminate forthwith any Support Contract, in any of the following events:

16.1.1. If the Contract Holder fails to pay any sums to RM on the due date of payment; or

16.1.2. If the Contract Holder commits any other breach of any of these Conditions provided that if the breach in

question is one which the Contract Holder can effectively remedy then the said notice of termination shall not be effective to terminate the Support Contract unless the Contract Holder fails within thirty (30) days of the date of such notice effectively to remedy the breach complained of; or

16.1.3. If the Contract Holder ceases to carry on business or a substantial part thereof, commits an act of bankruptcy or is adjudicated bankrupt or enters into amalgamation reconstruction or compounds with its creditors generally or has a receiver or manager appointed over all or any part of its assets or suffers execution or distress or takes or suffers any similar actions in consequence of debt or becomes unable to pay its debts as they fall due.

16.2. On expiry or termination of a Support Contract, the Contract Holder grants to RM the irrevocable right to enter Contract Holder's premises during the hours 9.00am to 5.00pm (Monday to Friday excluding national bank holidays) to remove any equipment (including software) provided in connection with the Services.

#### 17. DATA PROTECTION

17.1. In the Agreement, the terms Controller, Processor, Data Subject, Personal Data, Special Categories of Personal Data, Processing, Data Protection Impact Assessment and Personal Data Breach shall be as defined in the General Data Protection Regulation EU 2016/679 ("GDPR") and "Data" shall mean the Personal Data and Special Categories of Personal Data provided to RM by the Contract Holder in connection with the Agreement. "Data Protection Legislation" means the GDPR and any national implementing laws, regulations and secondary legislation, as amended, revised, re-enacted, consolidated or updated from time to time.

17.2. The Contract Holder acknowledges that it is a Controller and that RM is a Processor.

17.3. Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 17 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.

17.4. RM shall:

17.4.1 ensure that its employees shall, Process the Data only on the Contract Holder's instructions as set out or referred to in the Agreement to provide the Services;

17.4.2 provide appropriate technical and organisational measures:

(a) to ensure the protection of the rights of the Data Subjects; and

(b) ensure an appropriate level of security, assessing, in particular, the risks that are presented by Processing, to protect the Data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Data transmitted, stored or otherwise Processed;

17.4.3 take all reasonable steps to ensure the reliability of any of its staff who have access to and/or process Data in connection with the Services, including duties of confidentiality under any employment contracts;

17.4.4 assist the Contract Holder, at the Contract Holder's cost, in responding to any request from a Data Subject and in ensuring compliance with applicable obligations under the Data Protection Legislation with respect to security of Processing, Personal Data Breach

- notifications and communications, Data Protection Impact Assessments and consultations with supervisory authorities or regulators;
- 17.4.5 notify the Contract Holder without undue delay after becoming aware of a Personal Data Breach;
- 17.4.6 notify the Contract Holder immediately if it considers that any of the Contract Holder's instructions infringe the Data Protection Legislation;
- 17.4.7 at the written direction of the Contract Holder, delete or return the Data to the Contract Holder after the end of the provision of the Services relating to Processing, except that:
- (a) RM may keep any Data, if required by any applicable laws to store the Personal Data; and
  - (b) RM may keep Data stored in any system backups; and
- 17.4.8 maintain complete and accurate records and information to demonstrate its compliance with this clause 17 and provide access to the same for the purpose of a Contract Holder conducted audit. Any audits must be no more than once in a twelve (12) month period and must be on not less than thirty (30) days' notice.
- 17.5 The parties also acknowledge that RM may also use services and/or products from other third parties in order to provide the Services under the Agreement and that, in doing so, RM may transfer Data to such third parties. This may include (by way of example only) third parties that provide online storage and other facilities. The Contract Holder consents to the appointment by RM of sub-processors provided that:
- 17.5.1 RM notifies the Contract Holder in writing of each sub-processor prior to the Processing of any Data by the relevant sub-processor and shall notify the Contract Holder in writing of any change in the identity of the sub-processor from time to time; and
- 17.5.2 RM shall put in place with any sub-processor, written contractual obligations which are at least equivalent to the obligations imposed on RM pursuant to this clause 17.
- 17.6 If RM becomes aware of its sub-processor (including RM group entities) ("Recipient") wishing to transfer Data outside the European Economic Area to countries which have not been approved by the European Commission as having adequate protections in place for the purpose of the transfer of personal data pursuant to the Data Protection Legislation, RM shall require that the Recipient enters into an agreement incorporating the standard contractual clauses approved by the European Commission for transfers of personal data to processors outside of the European Economic Area where RM would sign as data exporter on behalf of the Contract Holder and the Recipient will sign as data importer and this agreement shall include security obligations on the Recipient which are no less onerous than those contained in this Agreement
- 17.7 Either Party may, at any time on not less than 30 days' notice, revise the above clause 17.6 by replacing it with any applicable controller to processor standard clauses or similar terms forming Part of an applicable certification scheme.
- 17.8 Subject to clauses 17.9 – 17.11, RM shall remain fully liable to the Contract Holder for the performance of any sub-processor appointed by it pursuant to clause 17.5.
- 17.9 The Contract Holder agrees to comply with its obligations under Data Protection Legislation and warrants that it has all necessary consents and notices in place in relation to its collection, processing and provision of Data, to enable the lawful transfer of the Data to RM in connection with, and for the duration of, the Services provided under the Agreement.
- 17.10 The Contract Holder shall indemnify and hold harmless RM against all costs, claims, losses, damages and expenses (including legal expenses) arising out of, or in connection with, any breach of this clause 17 by the Contract Holder and/or its employees, agents and/or sub-contractors.
- 17.11 The Contract Holder acknowledges that RM is reliant on the Contract Holder for direction as to the extent to which RM is entitled to use and process the Data. Consequently, RM will not be liable for any claim brought by the Contract Holder or any Data Subject arising from any action or omission by RM to the extent that such action or omission resulted from the Contract Holder's instructions.
- 17.12 RM may also use the Contract Holder's data in accordance with its Privacy Policy which can be found at [www.rm.com](http://www.rm.com).
- 17.13 Schedule 1 sets out the following information regarding the Data: subject-matter; duration of the Processing; nature and purpose of the Processing; type of Data; categories of Data Subjects; and the obligations and rights of RM.
- 18. MISCELLANEOUS**
- 18.1. RM shall be fully entitled to use in any way it deems fit any skills, techniques, concepts or know-how acquired, developed or used in course of performing the Services.
- 18.2. Neither party shall be liable to the other for any delay in or failure to perform its obligations hereunder (other than a payment of money) provided that such a failure is due to causes beyond its reasonable control.
- 18.3. Failure by RM to exercise or delay exercising any of these Conditions shall not constitute or be deemed to be a waiver of RM's rights hereunder nor prejudice RM's rights to take subsequent action.
- 18.4. The headings in these Conditions are inserted for convenience only and are not intended to be part of or to affect the meaning or interpretation of these Conditions.
- 18.5. The invalidity or unenforceability for any reason of any part of these Conditions shall not prejudice the continuation in force of the remainder thereof.
- 18.6. Neither party shall assign this agreement without the prior written consent of the other, provided that RM shall be entitled to assign both its rights and obligations under this Agreement to any other subsidiary (of any level) of RM plc by giving written notice to such effect to the Contract Holder. RM shall also be entitled to subcontract the performance of its obligations under these Conditions and, also, RM may use tools and services provided by third parties to deliver the Services to you.
- 18.7. These Conditions shall be deemed to have been made in, and shall be construed pursuant to, the laws of England and the parties agree to submit to the exclusive jurisdiction of the English courts.
- 18.8. Any notice required to be given under these Conditions shall be in writing and shall be sent to the respective addresses of the Contract Holder set out in the "Renewal Form", or the registered office of RM (as the case may be). Any change of address of either party shall be notified to the other in writing forthwith.

- 18.9. Where the Contract Holder comprises two or more persons their liability and obligations to RM shall be joint and several.
- 18.10. The Contract Holder acknowledges that he/she/it has read these Conditions and understands and agrees to be bound by its terms, conditions and charges. The Contract Holder further agrees that these Conditions and the documents specifically incorporated herein are the complete and exclusive statement of the mutual understanding of the parties which supersedes and cancels all previous oral and written agreements and communications relating to the subject matter hereof.
- 18.11. Any equipment provided by RM is provided only for the purposes of RM providing the Services and no title or ownership in the same shall pass to the Contract Holder.
- 18.12. RM reserves the right to change the Conditions from time to time either (i) on giving the Contract Holder no less than thirty (30) days' notice of the change and the date on which the change takes effect and/or (ii) by updating the same on its website at [www.rm.com](http://www.rm.com), in which case the updated Conditions shall take effect thirty (30) days after posting on [www.rm.com](http://www.rm.com)).
- 19. ANTI-BRIBERY**
- 19.1. The Contract Holder shall ensure that it and all of its staff, agents, contractors and any other party performing its obligations or exercising its rights under or in connection with this Agreement and/or any other agreement that the Contract Holder may have with RM, complies at all times with all applicable anti-bribery and/or corruption laws, regulations and codes of conduct in all jurisdictions. The Contract Holder shall, whenever requested by RM, provide evidence of the measures, steps and processes that it takes to ensure compliance with the provisions of this clause and the relevant laws, regulations and codes of conduct.

**Schedule 1**  
**Processor information – RM Support**

The Contract Holder acknowledges that RM and its subcontractors may have access to Personal Data in the provision of RM Support to the Contract Holder throughout the term of this Agreement.

Below, RM has set out certain information regarding RM's Processing of the Personal Data as required by article 28(3) of the GDPR.

Article	Description	Details
28 (3)	<b>Subject matter of the processing</b>	The subject matter is any personal data for staff, pupils, suppliers and other contacts as used within Services by the Contract Holder.
	<b>Nature and purposes of the processing</b>	<p>RM will process Personal Data in accordance with the applicable Agreement and the instructions of the Controller in relation to the Services until the expiry or valid termination of the applicable Agreement. Such Processing shall include the following, as the Service requires:</p> <ul style="list-style-type: none"> <li>- Organisation of data</li> <li>- Storage of data</li> <li>- Retrieval of data</li> <li>- Destruction of data</li> </ul>
	<b>Type of Personal Data</b>	RM processes Personal Data on behalf of the Controller when required to do so in order to provide the Services.
	<b>Categories of Data Subject</b>	Any data held within Services that needs to be accessed in order to provide support.
	<b>Duration of the processing</b>	Live Processing will be carried out for the duration of the Agreement. After contract end, RM will cease Processing and delete any personal data.
28 (3) (a)	<b>Documented instructions</b>	All processing carried out by RM will be done in accordance with RM Support Services Terms and Conditions, which must be agreed by the customer in advance of such processing.
28 (3) (b)	<b>Confidentiality</b>	All RM staff are required to agree to a confidentiality clause in their contracts.
28 (3) (c)	<b>Security</b>	<p>RM has a Group Information Security Framework, based on ISO 27001, the international standard for information security management. In addition, a number of business units are certified to ISO 27001:2013.</p> <p>A wide range of technical controls are used, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Data encryption</li> <li>• Anti-virus and anti-malware software</li> <li>• Network monitoring</li> <li>• Access management</li> <li>• Vulnerability scanning and penetration testing</li> </ul> <p>A wide range of non-technical controls are used, including but not limited to:</p>

		<ul style="list-style-type: none"> <li>Physical security controls at RM offices</li> <li>Security policies, including Data Classification &amp; Handling, Data Protection, etc.</li> </ul>
<b>28 (3) (d)</b>	<b>Other processors</b>	<p>RM will not use other processors other than those referenced in the Terms &amp; Conditions or the Privacy Policy.</p> <p>See applicable details below.</p>
<b>28 (3) (e)</b>	<b>Data subject's rights</b>	<p>RM's approach to supporting the controller's obligation to respond to requests for exercising the data subject's rights are set out in its Data Protection Policy and Privacy Policy.</p>
<b>28 (3) (f)</b>	<b>Compliance</b>	<p>Data processing carried out by RM will be compliant with data protection legislation. Where appropriate, RM will assist data controllers in demonstrating such compliance.</p>
<b>28 (3) (g)</b>	<b>Data deletion</b>	<p>At the date of termination, access to RM Support will be revoked and RM will no longer access the Contract Holder Data. RM will delete all live data from its systems sixty (60) days following the date of termination. At this point, the Contract Holder Data will not be recoverable.</p>
<b>28 (3) (h)</b>	<b>Transparency</b>	<p>RM will make available to the controller all information necessary to demonstrate compliance with its obligations.</p>

<b>Name of sub-processor</b>	<b>Activity undertaken by sub-processor</b>	<b>Location of sub-processor</b>	<b>Type of data processed by sub-processor</b>
N/A			