WWW.EIS.CO.UK

Service Level Agreement (SLA)

Arbor Application Support
Provided by
Cantium Business Solutions,
trading as EIS.

We are Cantium Business Solutions Ltd, trading as EIS,
registered in England & Wales at 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT.
Company No. 11242115. VAT No. 294 5402 88.

Agreement Overview

In this SLA, “EIS” refers to Cantium Business Solutions Limited, trading as EIS.

This Service Level Agreement (“SLA” or “Agreement”) is made between EIS and its customers.

This Agreement defines the standards, responsibilities, and commitments for delivering the specified service. It sets out the requirements necessary to support and maintain the product or service for the duration of the contract.

This Agreement remains in effect for the contract duration and may be revised by EIS to maintain compliance with legal and commercial requirements.

It outlines the parameters of all services covered, as understood by all parties, and is accepted in accordance with EIS General Terms of Sale (available at www.eis.co.uk). Together with the Order and General Terms of Sale, this document forms a binding agreement between the parties.

If any inconsistency arises between this Agreement and the General Terms of Sale, the terms of this Agreement will prevail.

Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to deliver a consistent level of service, support, and delivery to the Customer by EIS.

The objectives of this Agreement are to:

- Define the service or product purchased by the Customer.
- Provide clear reference to service ownership, accountability, roles, and responsibilities.
- Present a clear, concise, and measurable description of the service provided to the Customer.

Stakeholders

The following parties represent the primary stakeholders for this Agreement:
Service Provider: EIS
Customer: [Insert Customer Name] (“Customer”)

EIS reserves the right to engage third-party providers where appropriate. System operators employed by EIS may be changed at EIS’s discretion to ensure efficient service delivery and maintain value for money for customers.

Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this Agreement may be amended by EIS as required and communicated to all affected parties through publishing on our website.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Maintain the legal entitlement to use Arbor MIS
- Ensure users are trained in the correct use of Arbor MIS
- Use the defined processes for raising incidents and service requests
- Respond to requests from EIS staff, in relation to a current incident or service request
- Nominate a lead contact with suitable authority to provide liaison between EIS and the Customer for matters relating to the service
- To provide a dedicated EIS user account within the MIS
- Data Management in accordance with the customer data retention policy and General Data Protection Regulations (GDPR).

Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

- EIS will advise the Customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, EIS will respond in line with the documented incident management priority levels to restore the service, and will work as required with 3rd party suppliers to enable this to happen

- EIS will, where appropriate, advise the customer of works attributable to a third-party supplier such as upgrades, notifiable defects and documentation.

Service Assumptions

Assumptions related to in-scope services and/or components include:

The service assumes that the organisation has the relevant licences needed to legally use the supported software.

Access by EIS Staff:

EIS will maintain a support user account with administrator access rights to the system being supported. This ensures quick and efficient diagnosis and resolution of issues for your school.

Passwords will be stored securely and will only be accessible to authorized EIS staff working on your systems.

Wherever possible, support will be provided using remote access to minimize disruption and improve response times.

Service to Be Provided

The following Services are covered by this Agreement;

Identification and where possible, correction of software and user errors affecting Arbor.

- Liaise with Arbor whenever a technical fix is required to rectify an issue.
- Advice on appropriate user training.
- All other changes will be chargeable.

Service Management

The core Service Management service will be provided by EIS's remote support team, including 1st line, 2nd line and 3rd line support.

<table>
<tr><td>Service Desk</td><td>The provision of a Service Desk function providing an interface between ICT users of the Customer and the ICT department of EIS.

The Service Desk will be available from 08:00 to 17:00, Monday to Friday excluding bank holidays.

The Service Desk will manage incidents and requests:
An incident is any unplanned interruption to an in-scope service.

A request is classified as any call for information or advice, a standard change, or access to an in-scope service.

Contact Channels: Telephone, Web Chat, Service Portal. EIS will manage incidents and service requests in accordance with agreed priorities and response targets.</td></tr>
<tr><td>Incident Management</td><td>An incident management function will be available to remotely restore service operations as quickly and efficiently as possible, minimising disruption to the service. This includes:
Recording of incidents
Classification and initial support
Investigation and diagnosis
Resolution and recovery
Incident monitoring, tracking, and communication.
<table>
<tr><th>Priority Description</th><th>Response Target</th><th>Description</th></tr>
<tr><td>P1</td><td>30 Business Minutes</td><td>Complete Loss of Service</td></tr>
<tr><td>P2</td><td>1 Business Hour</td><td>An issue that results in a degradation/loss of service affecting over 50% of users.</td></tr>
<tr><td>P3</td><td>8 Business Hours</td><td>An issue that results in a degradation/loss of service affecting one user.</td></tr>
<tr><td>P4</td><td>5 Business Days</td><td>A non-service affecting issue</td></tr>
</table></td></tr>
<tr><td>Service Request</td><td>Requests will be processed by the EIS Service Desk with a fulfilment target of 10 days.</td></tr>
</table>

Problem Management	A reactive problem management service will be available to reduce the likelihood and impact of incidents by addressing underlying causes and recurring issues. This includes: Identification and analysis of trends where multiple tickets relate to the same issue Assessment of whether additional customer training is required or if service levels need to be adjusted to meet demand.

Application Support

Arbor Support	Full support for all modules listed below where in use: • Applicants • Access Management • Ask Arbor • Attendance • Clubs • Trips • Communications • Customer report writer • Data Quality Dashboard • Examinations • Assessment • Behaviour • Enrolment • Guardian Consultations • Guardian Profiles • HR • Import / Export • Interventions • Meals • New school year setup • Parent/Student Portal • Payments • Programmes and Courses • Report Cards • Roles and Permissions • Staff Profiles • Student Profiles • Timetable Management Please note that as modules are discontinued or replaced by Arbor, EIS will review this list and amend it accordingly.

Support Notification	We will ensure you remain fully informed in the following format: • Customer Portal alert and banner for service announcements • Customer Portal bulletin alert for changes and updates • Information Notices provided via the portal knowledgebase • Newsletters

Services Not Included (out of scope)

For the purposes of clarity, the following services are considered out of scope of this agreement and are available at additional cost:

- Application Support beyond Arbor modules listed above
- Running Statutory processes, such as Census, within Arbor. *
- Network support
- Desktop and Infrastructure support
- ICT training and user education
- Technical integration
- Security Investigations

*Support to troubleshoot and resolve issues encountered while completing statutory processes is available via the Service Desk.

All services not expressly listed or described as in scope within this Service Level Agreement are excluded and are not covered under this agreement.

Service Feedback

EIS endeavours to make its service the best that it can always be.
We therefore encourage and appreciate all feedback you may wish to present us with, both positive and negative.

Where possible, we would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously.

Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing.

Please use this link to our Compliments and Complaints Policy which details how to do this and what you can expect from us.

Additional Services

EIS offer a complete suite of business management tools. These solutions are based around improving your cost effectiveness and efficiencies within ICT.

For further details on the services we provide, please visit our website: www.eis.co.uk

General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

For the purposes of this agreement the following party will be responsible for adherence to the legislation referred in Annex A

1. Data Controller: Customer
2. Data Processor: Cantium Business Solutions
3. Sub Processor: Arbor Education

Schedule of Processing, Personal Data and Data Subjects (Annex A)

The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.

The contact details of the Processor's Data Protection Officer (or representative) are:

Email: DPO@csltd.org.uk

Post: Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood

Road, Kings Hill, West Malling, England, ME19 4YT

The Processor shall comply with any further written instructions with respect to processing by the Controller.

Any such further instructions shall be incorporated into this Schedule.

Data Processing Details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature, and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and EIS is the Processor as defined in the Contract
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the Services in accordance with the Contract
Duration of the processing	Processing will take place during the Term of the Agreement including any Extension Period.
Nature and purposes of the processing	The nature of processing will include all operations required in the delivery of the service such as: • Create/modify/delete user accounts. • User data for support purposes • Application data The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.
Type of Personal Data being Processed	As required to deliver the service. This may include: • Name • Date of Birth • Ethnicity • Gender • Contact information (phone, email, address) • Employment Information • Online identifiers (IP address, cookie identifiers, location)

	• SEN Information • Behaviour • Assessment • Examination results • Medical conditions • Survey responses
Categories of Data Subject	• Employees of the Controller • Pupils • Parents & Guardians • Governors
Specific processing instructions for Sub-processor	Sub-processors shall process the provided data under instruction from EIS. EIS do not authorise sub-processors to retain, share, store or use personally identifiable information for any secondary purpose.
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	In line with the contract, at the written direction of the Controller unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete / destroy or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

Sub-processors authorised

Cantium Business Solutions Ltd. utilise the following Sub-Processor(s):

Arbor Education

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the

processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.