



Service Level Agreement (SLA)

EmploymentCheck Disclosure Checks
Software as a Service (SaaS)
By
Cantium Business Solutions

1 Abbey Wood Road, Kings Hill Business Park, West Malling, Kent, ME19 4YT
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at Sessions House, County Road, Maidstone, Kent, ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Cantium Business Solutions Limited and Customer for the provisioning of the EmploymentCheck Disclosure Checks Software as a Service (SaaS) solution throughout the duration of the contract.

This Agreement will continue unless revised by Cantium Business Solutions to ensure compliance with legal and commercial developments throughout the duration of the contract.

This Agreement outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with Cantium Business Solutions General Terms of Sale (which can be found at www.cantium.solutions and [Cantium Privacy Notice](#)).

Together with the Order and the General Terms of Sale this document provides a binding agreement between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this document will take precedence.

Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support and delivery to the Customer by Cantium Business Solutions.

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The objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the Customer.

Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: Cantium Business Solutions

Customer: Customer (the Customer)

Cantium Business Solutions reserve the right to support this contract through third party sources where appropriate. System operators employed by Cantium Business Solutions may be changed by from time to time at their discretion. This is to promote Cantium Business Solution's goal to provide customers with value for money services.

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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 Cantium Business Solutions 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.

Service to Be Provided

The following Services are covered by this Agreement;

Use of the EmploymentCheck E-Bulk system to provide a fast, secure and effective online service to your customers under your own E-RB (E-Registered Body) or RO (Responsible Organisation) registrations and to external customers too if you are an Umbrella Body.

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Benefits of using the EmploymentCheck Ebulk System:

- Sophisticated and DBS certified online system to carry out your Disclosure and BarringService (DBS) checks
- Branded sub-domain with personalised content
- Retain and maximise your Umbrella Body Status
- 24/7 access - DBS checks fully online from set up to results
- Faster Results compared with a traditional paper application process
- Simple and easy to use
- Intelligent Forms with validation
- Automatic email reminders to applicants and managers
- Integrated External ID Validation Tool (where option purchased)
- Worldpay/CivicaPay/CapitaPay360 Online Payments (where option(s) purchased)
- Secure system access and data transfer
- Automated archiving solution
- Effective on-boarding support
- User friendly reporting functionality
- Reference Checks supported through the same system

Customer Responsibilities

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

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- To maintain registered body status with the DBS.
- To apply for and maintain e-registered body status with the DBS and attain a Code of Connection.
- To maintain Responsible Organisation status (if applicable).
- To adhere to the DBS Code of Practice at all times.
- To maintain complete confidentiality at all times and adhere to the Data Protection Act 2018, as amended.
- To ensure users are set up with the correct level of access and access is removed when they no longer require this. This will ensure data is restricted and available to only those who require it for the purpose of carrying out their job.

Service Provider Responsibilities

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

- To provide an online DBS solution that is accredited by the DBS against the DBS BMS (Business Management Specification), Interchange Agreement and DBS Code of Practice.
- Enable secure administrative access a unique instance of the EmploymentCheck system allowing you to manage your DBS checks online via E-bulk.
- Secure hosting for the system via an ISO 27001 accredited hosting organisation.
- Provide technical support where calls will be logged and dealt with as per the Service Performance section below.
- Be available for password resets for Super Admin users during opening hours as detailed in the Service Performance section below.

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- To adhere to the DBS Code of Practice at all times.
- To maintain complete confidentiality at all times and adhere to the Data Protection Act 2018, as amended.
- Account Management support to deal with any aspects of the agreement.

Service Assumptions

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

- Functionality enhancements will be communicated and documented to all stakeholders
- Notices will be provided on planned maintenance
- Standard reporting available
- Bespoke reports and system developments available at an additional cost.

Data Protection

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

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Service Performance

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Service Incidents

Technical support for this service will be provisioned through the Cantium Service Desk. Incidents and Service Requests should be logged via:

- Telephone support: 03000 422224
- Email support: ictservicedesk@cantium.solutions *

The technical support service is provided between 8:30 A.M. to 5:30 P.M. Monday - Friday excluding Public Holidays & Christmas concessionary day.

** Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day.*

For service incidents (service unavailability or service degradation) the following target response and target resolution times will apply:

Priority	Target Response	Target Resolution	Definition
P1	2 working hours	10 working hours	Full Service Unavailability
P2	5 working hours	20 working hours	Major Functionality Unavailability
P3	10 working hours	10 working days	Minor Functionality Unavailability

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Please note that P1 and P2 incidents must be reported via telephone in order for us to meet the SLA timelines. Reporting these via e-mail may result in a delay. P3 incidents can be reported either via telephone or via e-mail.

Service Requests

For service requests the following their associated service target for fulfilment of the request:

Service Request	Target Fulfilment
Create, amend and remove Super Admin user account	10 working days

Service Feedback

Cantium Business Solutions 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, 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 by e-mail to our Account Management Team at accountmanagement@cantium.solutions

Please cover the following points:

- Your reason for feedback

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- An overview of the feedback and its handling to date
- Your view on what should happen next
- The names of any staff involved

When your feedback is received, we will endeavour to:

- Rectify any problems caused
- Respond to your correspondence within five working days

Where we are unable to meet the proposed twenty-day deadline, if for example further investigation is required, we will contact you to inform you of progress of your complaint and agree a completion date with you.

In all instances your feedback will be investigated by a senior member of staff and that person will contact you. We will also ensure that if required additional training and development will be provided to our staff and that lessons are learned from what has happened, to prevent it happening again.

Additional Services

Cantium Business Solutions offer a complete suite of business management tools. These solutions are based around improving your cost effectiveness and efficiencies within the ICT Sector.

For further details on the services we provide, please visit our website:

www.cantium.solutions

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If you are purchasing Experian, by accepting this contract you are also agreeing to the Experian End User Terms & Conditions which can be found here: <https://www.experian.co.uk/legal-information/terms-and-conditions.html>

Your subcontractors and clients are also required to accept the Experian Terms & Conditions prior to accessing the system.

If you have chosen to use WorldPay, their Terms & Conditions of use are attached <https://www.worldpay.com/uk/terms-conditions>.

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.

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Any such further instructions shall be incorporated into 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 the Contractor 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 service(s) as outlined in the Contract and Service Level Agreement.
Duration of the processing	Processing will take place as for the period defined in the contract.
Location of data storage	EmploymentCheck databases are stored in ANS datacentres located in Manchester, UK. No data is stored outside of the UK.
Nature and purposes of the processing	<p>The purpose of processing is to fulfil Cantium's obligations in delivering the service(s) outlined in the Contract and Service Level Agreement.</p> <p>Data will be input by the Customer's administrators and their clients onto the EmploymentCheck system.</p>

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	<p>Cantium Business Solutions Ltd. will provide data processing services including:</p> <p>Hosting the EmploymentCheck application (via a third-party provider)</p> <ul style="list-style-type: none">• Application maintenance and development• Secure transfer of data to the DBS and Disclosure Scotland (as required)• Purging of personal and sensitive data 6 months after a check has been archived by the Customer's admin users or the systems automated archive function inline with the DBS compliance requirements.• Reporting for the purposes of billing for services provided• Reporting for the purposes of providing Key Performance Indicator reports for the customer• Transfer of data to and receipt of data from identity authentication check service provider for the purposes of ID authentication (where ID authentication check service used) - information required for ID authentication only.• Transfer of data to and receipt of data from online payment service provider for the purposes of online payments (where online payments service used) - applicant ID only. <p>In order to facilitate the maintenance, development and investigation of system issues, identified Cantium technical</p>
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	<p>staff may access data stored within the system database to perform tasks in the interests of the Customer for the purposes of:</p> <ul style="list-style-type: none">• Data analysis and report generation• Insertion and alteration of data to facilitate Customer requests• Correction of system issues• Extraction of data to facilitate Customer requests• Research facilitating improvements and enhancements to the system <p>In all cases, only the minimum of data required will be accessed and no data will be altered, inserted, or removed without the express written permission from the Data Controller. All staff accessing the data are trained and vetted in line with Cantium policy.</p> <p>The EmploymentCheck solution uses a SSL certificate for secure transmission of data between client terminals and the dedicated servers which are utilised for no other purpose than for the EmploymentCheck system.</p> <p>The system is fully hosted on a dedicated server with an ISO 27001 certified datacentre who were procured in line with the requirements set out by the DBS and specific security data related to system access is encrypted at rest via MD5 encryption.</p>
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	<p>Our hosting provider is ISO 9001, 2000 and 27001 certified and are audited on an annual basis by both external independent quality assessors and by Vendor partners and undergo regular penetration testing in line with ISO 27001 compliance.</p> <p>Access to data on the system is tightly controlled and only authorised personnel have access to the minimum data/information required to perform their designated tasks. The database itself is password protected to prevent any unauthorised access.</p> <p>When data is processed and transmitted to the DBS the EmploymentCheck system complies with and where possible exceeds all DBS approved cryptographic requirements to ensure secure transmission of data between itself and the authorities.</p> <p>All data is transferred over the FTPS protocol and an element of the transmission is encrypted using an AES-256 algorithm to ensure message integrity.</p>
Type of Personal Data being Processed	<p>Personal data relating to DBS and Disclosure Scotland check applicants, ID verifiers and system administrative users including:</p> <ul style="list-style-type: none">• Name, gender, address, address history and contact details• Date and place of birth• Employment and/or educational details

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	<ul style="list-style-type: none"> • Employment and/or educational details • Licences or permits held • ID document details • Criminal record
Categories of Data Subject	<p>These will include:</p> <ul style="list-style-type: none"> • Prospective and current employees (and those undertaking work for, or on behalf of the Customer), service users and clients of the Customer
Subject Access Requests	<p>Subject Access Requests (SARs) will be handled on an individual basis. SAR requests will be handled within one month of the request being raised and without undue delay. Copies of the requested data will be provided where applicable and will be delivered in a format agreed by the data subject</p>
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	<p>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 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</p>

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Sub-processors authorised

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

- ANS Limited - Server Hosting and Infrastructure Support
- Experian Ltd - Route 2 External ID Check
- Ideal Postcodes - Postcode Lookup Integration
- HR Connect (part of Commercial Services Group) - Account Management

Customer information may be shared within the Global Commercial Services Group Ltd under a Data Sharing Agreement. The Agreement reflects the requirements of the UK GDPR and DPA 2018. Where a customer organisation purchases multiple services from within the Group the following information may be shared where this is required to deliver the services: title, name, email address / contact details, employee number, job title, products/services consumed.

Technical and organisational security measures

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

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

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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.

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