

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 Schedules and any applicable Intermediary 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 the working hours in a Business Day being 0900 to 1700 GMT.

“**End User Audit Trail**” means an electronic record of the Transactions carried out using the Service, including any Results generated.

“**Data Entity**” means a logical subset of data, for example, ex-directory indicator and telephone number. The data sent across the Web Service Interface will comprise of a number of Data Entities.

“**Identity Verifications**” means the matching Data Entities provided via the Service against one or more of the Datasets selected by the Intermediary and listed on the Order Form, and returning the outcome of the match as a Result

“**Pilot Site**” means access to the Service via a temporary link to the Web Service Interface for the sole purpose of testing any integration and assessing whether the Service meets the Intermediary’s business requirements.

“**Planned Maintenance**” means any work planned in advance to be carried out by GBG or on GBG’s behalf that may cause the Service to be temporarily suspended.

“**Portal**” means the front-end interface onto the Web Service Interface which allows a manual Identity Verification to be carried out.

“**Standard Retention Period**” means the period of time that the End User 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 2.7 in which GBG aims to respond or resolve incidents reported in accordance with this Standard Support Schedule.

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

“**Web Service Interface**” means the programmatic interface through which data is passed by the Intermediary to the Service or the Service passes data to the Intermediary.

2. STANDARD SUPPORT SERVICES

2.1. Day-to-Day System Administration: GBG will perform 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 Intermediary reports to GBG as set out in paragraph 2.5 below.

2.3. Scheduled Service Time: The Service has a target of 98.5% availability within any calendar month. This target excludes all periods of Planned Maintenance or any emergency maintenance or updates. GBG will use reasonable endeavours to meet and exceed this target. However, the Intermediary recognises and accepts that the Service is dependent upon third parties who are not in GBG’s reasonable control and therefore this remains a target only.

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 Intermediary as much advance notice as is practicable.

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

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

2.7. Service Restoration: Each of the priorities has the following associated Target Times:

Service Level	Impact	Target Times	Progress Updates
Priority 1 faults	The Service is not operational or is inaccessible.	80% of faults cleared within 4 hours of GBG's acknowledgement of the fault.	1 hourly basis at all times.
Priority 2 faults	Service is degraded, a marked increase in time to access the Service. A problem causing significant reduction in functionality.	80% of faults cleared by the end of the next Business Day of GBG's acknowledgement of the fault	2 hourly basis during Business Hours
Priority 3 faults	The Service is experiencing minor problems but is functioning substantially.	80% of faults cleared within 5 Business Days of GBG's acknowledgement of the fault.	3 hourly basis during Business Hours
Priority 4 faults	Minor problem with the Service but does not impact the Intermediary 's use of the Service.	Fix available in the next release of the software	On resolution of the fault or problem during Business Hours

- 2.8. Disclaimer. GBG will use reasonable endeavours to resolve any incident or fault within the appropriate Target Time, but the Intermediary 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.
- 2.9. Outside of Business Hours. Outside of Business Hours, the Target Times will begin on the start of Business Hours on the next Business Day. With the exception of Priority 1 faults, all other priorities which cannot be resolved by the Helpdesk by the end of Business Hours on the Business Day that GBG acknowledges them will be put on hold until the start of Business Hours on the next Business Day.

3. END USER AUDIT TRAIL

- 3.1. For each Data Entity checked, 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 End User Audit Trail.
- 3.2. GBG will use the End User Audit Trail to determine the number of Identity Verifications the End User has carried out (or which have been carried out on the End User 's behalf) for charging purposes and where requested or required, to provide support, analysis or statistics on the match rates achieved by the Service.
- 3.3. The Intermediary acknowledges that it has the ability to edit the Standard Retention Period for each End User. The Intermediary warrants and represents that it will only edit the Standard Retention Period under the strict instructions of that End User. GBG may request evidence of such instruction to ensure the Intermediary's compliance with this clause 3.3.
- 3.4. Subject to the clause 3.3, GBG will hold the End User Audit Trail information for the Standard Retention Period set out in the table below:

Element of the Service	Standard Retention Period	Variable Retention Period available
Data Identity Verification (GBG)	Duration of the Term	Yes - Intermediary can set via GBG
Ongoing Monitoring ("Acuris")	12 months	Yes – Intermediary can set via Acuris login
Identity Document Verification (GBG)	6 months	No

4. PILOT SITE

- 4.1. Upon request the Pilot Site will be provided for a fixed period of time (“**Pilot Access Period**”), detailed in the Order Form, which shall not exceed 6 months.
- 4.2. Access to the Pilot Site shall be allowed, at the discretion of GBG, without Charge up to an agreed figure (“**Monthly Pilot Volume**”) provided that:
 - (a) the Service is not being used for any productive or commercial purpose;
 - (b) the Service is only being used for processing the Intermediary’s existing Intermediary Information;For the avoidance of doubt any usage in excess of the Monthly Pilot Volume will be charged in accordance with the Charges outlined on the Order Form.
- 4.3. The Intermediary shall not make available the Pilot Site or any information derived by use of, reference to, or comparison with the Pilot Site to any person, or use of any of the same other than solely for the purpose of trialling the Service; nor shall the Intermediary use the Pilot Site in the provision of any services to any other individual or organisation for gain or otherwise unless such use is specifically authorised in writing by GBG.
- 4.4. The technical specification and operation of the Pilot Site and the service levels, response times, support or maintenance provided in relation to the Pilot Site shall be at GBG’s discretion.

5. BROWSER SUPPORT

- 5.1. GBG shall ensure that the following vendor supported browsers will provide all ID3global functionality. While older versions or different browsers may work, GBG cannot guarantee unaffected use due to how older versions may interpret the ID3global websites. Please note that beta version/functionality of these browsers is not supported until such functionality forms part of the vendor stable/supported release.
- 5.2. The table below will be updated as required, and quarterly where possible, however the Intermediary acknowledges that GBG will support the vendor supported browser version minus one:

Browser Name	Version	Comment
Microsoft Edge	85	Support last major version 84+
Mozilla Firefox	80	Support last major version 79+
Chrome	85	Support last major version 84+
Safari	14	Support last major version 13+

Should you wish to check on the status of your browser please visit this public resource (if you are permitted to do so within your organisation) - <https://updatemybrowser.org/browser>

- 5.3. For the best functionality ID3Global requires script execution and cookies to be permitted. Should any blocking of such be in place GBG cannot remedy any issues that may arise.
- 5.4. ID3global is not designed to be used on mobile devices or tablets so there is no stated support for any such browsers or versions.