

**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 the working hours in a Business Day being 0900 to 1700 GMT.

“**Data Entity**” means a logical subset of data, for example, ex-directory indicator and telephone number. The Consumer Data and Customer Data sent to GBG via the Service will comprise of several Data Entities.

“**Document Library**” means the template documents that the Service are trained to recognise and process as updated from time to time. This shall include all Identity Documents supported within the Service.

“**Forensic Document Checking Service**” means the review of an identity document by a Forensic Document Examiner and the provision of additional advice and guidance in relation to that identity document in accordance with the terms of Clause 6 of the Standard Support Schedule. This is a mandatory requirement for a failed result of any Transaction that requires additional verification.

“**Forensic Document Examiner**” means a person trained to detect signs of forgery in images of identity documents.

“**Identity Verifications**” means i) matching Data Entities provided via the Service against one or more of the Datasets selected by GBG, and returning the outcome of the match as a Result, and/ or ii) a document verification check carried out in relation to an Identity Document as well as the associated facial biometrics (face match and liveness) and where necessary, by way of a manual review by GBG. The Datasets used in the Service will be listed on the Customer's Order Form.

“**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.

“**Profile**” means the series of checks that are undertaken from the use of a piece of evidence to deliver the Service according to the GPG-45 Good Practice Guide (“**GPG-45**”), which outlines how the Service shall verify an identity to a particular confidence level to be compliant with the Digital Identity Service Provider (“**IDSP**”) certification.

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

“**RESTful API**” means the programmatic interface through which data is passed by the Customer to the Service or the Service passes data to the Customer.

“**Technical Support**” shall mean provision of the Helpdesk and Support Ticketing System to assist with diagnosing, isolating and identifying problems in the Software, provision of remedies, workarounds and solutions for faults in the Software. Such solutions may be in the form of an Update to the Software or a temporary fix or patch until a new version/release of the Software can be installed.

“**Target Time**” shall mean the target timescales listed under clause 2.7 in which GBG aims to respond or resolve faults or 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.

## 2. STANDARD SUPPORT SERVICES

2.1. Standard Support Services: shall include Technical Support and Document Library support. All Standard Support Services shall be provided in accordance with the terms set out in this Schedule 2.

2.2. Support Ticketing System: GBG will provide the Customer with access to the Support Ticketing System, which the Customer may use for the purpose of reporting faults and making inquiries relating to the Software and Service. The Customer can use the Support Ticketing Service to contact GBG to report faults 24 hours a day, 365 days a year and to order services or make enquires during Business Hours. GBG will provide the Customer with a user guide containing more information about the Support Ticketing System.

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

2.4. 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 2.7 below.

- 2.5. **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.
- 2.6. **Helpdesk:** GBG will provide the Customer with the contact numbers and email address of designated contact points, which will be the Customer’s contact points for discussing reported faults and making inquiries relating to the Service. Helpdesk is available during Business Hours.
- 2.7. **Software fault Reporting and fault repair:** Any faults in the Service are to be notified to GBG via the Helpdesk or Support Ticketing System by the Customer’s System Administrator via the System Administrator or any updated 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.
- The following target resolution times apply in respect of each priority:

Priority	Description	Response after report	Target Clear time	Customer updates
<b>P1</b>	Service not operational and no interim solution is immediately available. Customer’s production/business seriously affected.	15 Minutes. 24/7 cover.	Within 4 hours of fault being reported to Helpdesk.	1 hour
<b>P2</b>	Functionality of service impaired but service is otherwise operational.	60 Minutes. Responses during business hours.	By end of next business day of the fault being reported to Helpdesk.	2 hours
<b>P3</b>	The service is experiencing minor problems but is functioning substantially	4 Hours. Responses during business hours.	Within 5 business days of fault being reported to Helpdesk.	3 hours
<b>P4</b>	Minor problems with the service but does not impact the Customer’s use of the service.	8 Hours. Responses during business hours.		

P5	This category includes requests about the functionality of service, general enquiries – not service affecting.	8 Hours		
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- 2.8. **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 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.** The Support Ticketing System will be available to receive reported faults outside of Business Hours. The Target Time will not begin until the start of Business Hours on the next Business Day. Faults that cannot be resolved by the GBG support team by the end of Business Hours on the Business Day that GBG acknowledges them will be on hold until the start of Business Hours on the next Business Day.
- 2.10. **API Version Support:** As part of the Standard Support Services, GBG may from time to time introduce breaking changes to the APIs that the Customer uses to consume the Service and will advise the Customer that there is a new major Version of the API. After any change to the major Version of the API, GBG shall continue to support any existing major Versions for up to 6 months.
- 2.11. **Unauthorised Repair:** If the Customer attempts to perform unauthorised maintenance and/or repair services on the Software and, as a result, further work is required to restore the Software to proper operating condition, such work may be provided by GBG but if so, the Customer shall pay GBG’s reasonable Charges in accordance with the Professional Services Rate.
- 2.12. **Customer Cause:** GBG shall have no obligation to provide the Support Services where the cause(s) of any fault in the Software have been identified by GBG as having arisen from any misuse or incorrect use of the Software by the Customer; or any breach of Customer’s obligations under the Agreement.
- 2.13. **Non-Payment:** GBG reserves the right to suspend the provision of Standard Support Services in relation to the Software, in the event that any Charges are outstanding.
- 2.14. **Scheduled Downtime:** From time to time GBG may need to schedule maintenance of the system. Scheduled Downtime will (i) not exceed six (6) hours per quarter, (ii) not occur more frequently than every two weeks, (iii) be scheduled with 5 days advance notice to the Customer’s technical contact via email or similar means and (iv) generally be completed between the hours of 0500 and 0700 GMT.
- 2.15. **Service Availability:** GBG shall ensure that the servers are available for processing transactions by Customers 99.7% of the time, 24 hours per day, 7 days per week, excluding scheduled downtime or downtime due to an Event of Force Majeure. Service availability is measured using the total number of minutes in a calendar month minus the total number of minutes in that month that compromises Scheduled Downtime or downtime due to an Event of Force Majeure.

### 3. CUSTOMER AUDIT TRAIL

- 3.1. For each Data Entity checked, the name of the Dataset, the data subject’s personal data, the match Results, 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 if 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.
- 3.4. Subject to the Customer’s right to select Variable Data Retention, GBG will hold the Customer Audit Trail for the Retention Period set out in the table below:

Element of the Service	Standard Retention Period	Variable Retention Period available
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Identity Document Verification (GBG)	12 months	No
Data Identity Verification (GBG)	5 Years	Yes - Customer can set via GBG

**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:
  - (a) 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;
  - (b) Any and 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;
  - (c) 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;
  - (d) 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;
  - (e) 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.

**5. BROWSER SUPPORT**

- 5.1. GBG shall ensure that the following vendor supported browsers will provide all GBG Identity functionality. While older versions or different browsers may work, GBG cannot guarantee unaffected use due to how older versions may interpret the GBG Identity 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 Customer acknowledges that GBG will support the vendor supported browser version minus one:

Browser Name	Version
Safari	12.1.2
Firefox	73
Chrome	77.0.3865
Edge	79.0.309.11

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, GBG Identity require script execution and cookies to be permitted. Should any blocking of such be in place GBG cannot remedy any issues that may arise.

**6. FORENSIC DOCUMENT CHECKING SERVICE**

- 6.1. GBG will provide the Customer with the Forensic Document Checking Service to validate the final result of a Transaction. This will consist of a visual inspection of an Identity Document, initially processed by the Customer using the Software, and the provision of additional advice and support in relation to validity of such Identity Document.
- 6.2. The visual inspection carried out by the Forensic Document Examiner as part of the Forensic Document Checking Service will look at the common security features in Identity Documents and will seek to identify whether a document is likely to be forged, counterfeit or fake.
- 6.3. The Customer acknowledges and accepts that any guidance provided by the Forensic Document Examiner as part of the Forensic Document Checking Service is only intended to support the Customer in its decision-making process. Consequently, the Customer is solely responsible for any decision it makes in relation to that Identity Document and for meeting its obligations in accordance with all applicable laws and regulations to which the Customer is subject to.

6.4. Forensic Document Checking Service operating hours: When the result of a Transaction requires the additional verification by the Forensic Document Checking Service, this will depend on the operating hours of the Forensic Document Checking Service of 8a.m. until 8p.m. Monday to Friday, 8a.m. until 6p.m. on a Saturday, and 11a.m. until 5p.m. on a Sunday and on a public holiday. The Forensic Document Checking Service is closed for business and shall not be available on Easter Sunday, Christmas Day and New Years Day. For the avoidance of doubt, if a referral is made to the Forensic Document Checking Service outside of the operating hours listed above, GBG will make reasonable endeavours to review and process each referral within the Target Response Times outlined below:

Description	Target Response Time
Referral made to the Forensic Document Checking Service during operating hours of a working day.	Response will be provided in less than 1 hour.
Referral made to the Forensic Document Checking Service on a non-working day.	Response will be provided within 48 hours.