

Batch Schedule

ID3global



The conditions set out in this Batch Schedule are supplementary and additional to the General Terms and Product Terms agreed by the Parties and referenced in the Order Form. These terms shall apply where a Customer wishes to process a Batch on a one-off basis or on an ongoing basis during the Batch Term.

1. DEFINITIONS AND INTERPRETATION

In this Batch Schedule the following definitions shall apply in addition to those contained within the General Terms and Product Terms:

“**File Format**” means the format in which Input Files are provided to GBG for processing (for example: Surname, First Name, Address). The File Format is determined by the Customer;

“**Input File**” a file of Customer Data that GBG will process and enhance on receipt of a Batch Request in accordance with the relevant terms of the Agreement in particular the terms set out in the Batch Schedule;

“**Set Up and Data Processing Guide**” means the document detailing instructions that may be required to support the Customer accessing the Service, together with details of how Input Files should be formatted, retention periods and other supporting information set out in Appendix 1 to this Batch Schedule;

“**Set-up Fee**” means the Charges payable on or before the start of the Batch Term for the setup of each User Account and File Format and, where applicable, when the Customer requests changes to any User Account and or File Format.

2. PROVISION OF THE SERVICE

- 2.1 Where a Customer wishes to process a Batch on a one-off basis, on receipt of the Batch Request, GBG will process the Batch manually via its dedicated professional services team.
- 2.2 Where a Customer wishes to process Batches on an ongoing basis throughout the Batch Term, on receipt of the Batch Request, GBG will connect the Service into the GBG platform and provide the Customer with an appropriate url web address to enable the Batches to be processed.
- 2.3 Where relevant to the processing of the Batch, the following shall apply:
 - (a) the Customer shall be responsible for delivering all necessary Input Files to GBG at the specified location in a readable condition within the delivery timescales agreed and, in the manner, quantity and form agreed by GBG;
 - (b) Input Files may be scanned for viruses and malware. Any Input Files that are found to contain such items will not be processed and the Customer will be notified;
 - (c) reprocessing of any Customer Data required due to any fault on the part of GBG or its employees to exercise reasonable skill and care shall be made at GBG’s expense, subject to the Customer making available any information or Input Files necessary for such reprocessing;
 - (d) reprocessing of any Customer Data required as a result of a failure by the Customer to fulfil any of its delivery obligations set out in clause 2.3 (a) above, shall be carried out at the Customer’s expense;
 - (e) GBG shall not be liable for deletion or destruction of or for damage to the Input Files and the Customer shall retain duplicates of all Customer Data and Input Files supplied, and
 - (f) GBG reserves the right to refuse to process any Input Files if, in its reasonable opinion: (i) the Input Files do not align with the agreed File Format for the relevant User Account; (ii) such Input Files are provided by the Customer contrary to any obligations or agreed terms contained within the Agreement, (iii) processing such Input Files would put either Party in breach of applicable laws or regulations, and (iv) the reasons for processing do not match the Customer’s selected Customer Use Case.
 - (g) Appendix 1 (Set Up and Data Processing Guide) sets out the instructions that may be required to support the Customer accessing the Service.

3. CHARGES AND PAYMENT

3.1 The Charges payable for a Batch shall be calculated in accordance with the Charges payable by the Customer for the Service as detailed in the Product Terms and any applicable Order Form, save where:

(a) any special pricing has been agreed between the parties, or

(b) the Customer is purchasing a Batch only.

In such circumstances the parties shall document in the form of an addendum to an Agreement or a new Order Form signed by Authorised Signatories of both Parties, the Charges agreed between the parties in relation to the Batch.

3.2 The Set-up Fee will apply and be invoiced at the start of the Batch Term.

Appendix 1

Set up & Data Processing Guide



ID3global

This Set Up & Data Processing Guide is supplementary to the General Terms and Product Terms and is intended to be used as guidance for use and set up of the Service. Any definition not provided in this guide shall have the same meaning as set out elsewhere in the Agreement.

1. DEFINITIONS

- 1.1. The following definitions apply to this guide, in addition to those contained elsewhere in the Agreement:
“Data Append” means use of the Service to update and or append Supplier Data to the Input Files;

2. DATA TRANSFER TO THE SERVICE

- 2.1. The Customer agrees to only send Input Files to GBG via SFTP.
2.2. The Customer shall notify GBG of the name and contact details of the individual(s) who will be granted access to the SFTP in order to upload Input Files to the Service.
2.3. Log-in details will be provided to that individual by email and the password will be sent separately via phone or text.
2.4. No access to the SFTP will be granted before an Order Form has been fully executed by both Parties.

3. INPUT FILE

- 3.1. While GBG can accept a wide range of file formats, it is recommended that Customer’s supply their Input Files as follows:
(a) In a standard flat text file such as CSV with quotes, PSV with quotes, tab delimited etc.;
(b) With Header rows to help confirm the data variables being supplied;
(c) With variables that are decoded. For example, if “Title” is stored as a 1, 2 or 3, then GBG should be provided with the corresponding description, e.g. Mr, Mrs, Miss etc.; and
(d) As complete as possible, but GBG acknowledges use of the Service is often to complete such Input Files

4. DATA VARIABLES

- 4.1. The data variables to be included in the Input File depend on the Dataset and shall be agreed between GBG and the Customer. As an example for a full Data Append the following data variables should be included in the Input File
- i. URN (optional but preferable)
 - ii. Name
 - iii. Address
 - iv. Postcode
 - v. Email address (optional but preferable)
 - vi. Mobile phone (optional but preferable)
 - vii. Landline phone (optional but preferable)
 - viii. Country Code (if appropriate)
 - ix. Cell code (if appropriate)
- 4.2. Name fields can be separated into title, forename and surname or concatenated into one single field, however only forename and surname are mandatory for a Data Append.
4.3. Address and postcode can be provided in one or multiple fields.
4.4. There can be more than one email or telephone number included.
4.5. Telephone country codes need to be provided, if the numbers supplied are from different countries.
4.6. Customers may send more fields than required, however GBG will only match against those listed above. The Customer should only provide relevant data in line with the data minimisation principle set out in the Applicable Data Protection Laws.
4.7. Any other identifier that the Customer may require, e.g. prospect verses active customer grouping, must be communicated to GBG and the Input File must contain a cell code identifying the applicable categorisation or separate Input Files must be sent.

5. MATCHING

- 5.1. The matching rules that may apply to a Dataset differ for each Dataset and may include one or more of the following:
- (a) Title/Gender matching
 - Titles will be converted to a male/female gender where possible.
 - Where a gender is not identified or supplied this rule will be ignored.
 - (b) Forename
 - Allows controlled tolerance.
 - Does not allow short names or first initials to match.
 - (c) Middle Initial
 - Where a middle initial is not present on input or the matching source, this will be ignored.

- (d) Surname
 - Allows 1 letter difference or 1-character transposition.
- (e) Address
 - Will use common derived matching elements such as building number, street name etc.
- (f) Phone Number
- (g) Email Address

6. RESULTS

- 6.1. When a Data Append is requested, GBG shall return the Input File with additional fields and appended data. The Customer may request Results to be provided in an alternative format. In such instances the Customer must notify GBG and confirm its request in writing.
- 6.2. Codes will be used to indicate the meaning of such appended data and the documentation required to interpret the codes will be provided to the Customer as part of the Results.

7. DATA RETENTION

- 7.1. Customer Data and any copies of Input Files will be automatically deleted approximately 90 days following processing. The Customer can choose to have the Customer Data and or copies of Input Files deleted as soon as processing is completed, and a data destruction certificate can be provided.
- 7.2. If Customer Data is required to be reprocessed for any reason following deletion by GBG, the Customer will have to resubmit the Input Files for processing.
- 7.3. Notwithstanding the above, GBG retains the GBG Audit Trail for all processing carried out via the Service to ensure we can respond to data subject rights. GBG retain the GBG Audit Trail for a period of 12 months.