

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 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 Customer 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 Customer’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 Customer 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 Customer to the Service or the Service passes data to the Customer.

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 Customer reports to GBG as set out in paragraph 2.4 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 Customer 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 Customer as much advance notice as is practicable.

- 2.5. Helpdesk: GBG will provide the Customer with the contact numbers (either telephone or fax, as appropriate) and email address of designated contact points, which will be the Customer's contact points for placing orders, reporting faults and making inquiries relating to the Service. The Customer 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 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.
- 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 Customer'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 Customer 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. CUSTOMER 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 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 where 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 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 - Customer can set via GBG
Ongoing Monitoring ("Acuris")	12 months	Yes - Customer can set via Acuris login
Identity Document Verification (GBG)	12 months	No

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 Variable 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 Variable 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 Variable 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. PILOT SITE

- 5.1. Upon request, access to the Pilot Site will be provided to the Customer for the term of the Agreement.
- 5.2. 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 Customer’s existing Customer 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.
- 5.3. The Customer 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 Customer 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.
- 5.4. 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.

6. BROWSER SUPPORT

- 6.1. 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.
- 6.2. 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	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>

- 6.3. 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.
- 6.4. ID3global is not designed to be used on mobile devices or tablets so there is no stated support for any such browsers or versions.