

Services and Data Protection Agreement

Version 4.0

Document Date: 31/07/2014

Customer Relations and Information Governance Team
Business Strategy and Support

If you require help in the interpretation of this policy, contact the Information
Governance Manager at keepdevonsdatasafe@devon.gov.uk

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This agreement should be completed and issued to third parties who will have access to Devon County Council data, which contains confidential, personal or sensitive business information.

This Agreement is made on [enter date]

THIS AGREEMENT IS BETWEEN

- (1) **Devon County Council** whose address is County Hall, Topsham Road, Exeter, Devon EX2 4QD ("**DCC**"); and
- (2) [enter third party's name] whose address is [enter address]

BACKGROUND:-

- (A) DCC wishes to appoint [name of third party] for the purpose of [enter description]
- (B) This Agreement sets out the terms on which the parties will provide the Services, which includes the processing of the Data.
- (C) [name of third party] will carry out [enter description of work] on behalf of DCC

THE PARTIES agree as follows:-

1. DEFINITIONS AND INTERPRETATION

- 1.1. In this Agreement, including the schedules, the definitions and rules of interpretation in this clause will apply, unless the context otherwise requires or permits:-
- 1.2. **Act:** means the Data Protection Act 1998;
- 1.3. **Agreement:** means these terms and conditions including the Schedules;
- 1.4. **Completion:** means the time immediately following the completion of the purpose
- 1.5. **Data:** means the information provided to [enter name of third party] for the stated purpose
- 1.6. **Data Controller:** has the meaning set out in section 1(1) of the Data Protection Act 1998.
- 1.7. **Data Processor:** has the meaning set out in section 1(1) of the Data Protection Act 1998.

- 1.8. **Personal Confidentiality Statement:** is the statement set out in 1 of this Agreement
- 1.9. **Personal Data:** has the meaning set out in section 1(1) of the Data Protection Act 1998
- 1.10. **Processing and process:** have the meaning set out in section 1(1) of the Data Protection Act 1998.
- 1.11. **Intellectual Property Rights:** means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, utility models, trade marks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other similar rights.
- 1.12. **Parties:** means the parties to this Agreement and **Party** means either of them. Words in the singular include the plural and in the plural include the singular. Clause headings will not affect the interpretation of this agreement. References to clauses are, unless otherwise provided, references to the clauses of this agreement.
- 1.13. A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.14. In the event that there is any conflict between these terms and conditions and the Schedules they shall take the following order of precedence (from most to least important):
- 1.15. [the terms];
- 1.16. [Schedule 1];
- 1.17. For the purposes of this Agreement, DCC is the Data Controller and [Enter name of third party] is the Data Processor of any Personal Data.

2. OBLIGATIONS OF [ENTER NAME OF THIRD PARTY]

- 2.1. [Enter name of third party] will use all reasonable skill and care in providing the Services.
- 2.2. [Enter name of third party] will process the Data only to the extent, and in such a manner, as is necessary for this Agreement and will not process the Data for any other purpose.

- 2.3. [Enter name of third party] will:
process the Data in accordance with the Act, in so far as it applies;
take appropriate technical and organisational measures against unauthorised or unlawful processing of the Data and against accidental loss of, destruction of, or damage to Data; and
- 2.4. act only on instructions from Devon County Council and in accordance with this agreement.
- 2.5. [Enter name of third party] will keep a record of any processing of Data it carries out on behalf of DCC.
- 2.6. In the event that [Enter name of third party] receives any complaint, notice or communication from a third party in connection with the Services, it will immediately notify DCC in writing to Customer Relations & Information Governance Team, County Hall, Room 120, Topsham Road, Exeter, EX2 4QD and provide DCC with full co-operation and assistance dealing with such complaint, notice or communication.
- 2.7. [Enter name of third party] will promptly comply with any reasonable request received from DCC in relation to the Data.
- 2.8. [Enter name of third party] will keep all information (written or oral) confidential, in so far as permitted by law relating to any Data.
- 2.9. [Enter name of third party] will not disclose or transfer the Data in whole or in part to any other person without DCC's written consent (not to be unreasonably withheld or delayed), except to its employees who have a need to know and involved in the performance of the Services.
- 2.10. [Enter name of third party] will promptly inform DCC if they become aware that any Data is lost. [Enter name of third party] will recover such Data at its own expense. If equipment containing the data has been lost or stolen, [Enter name of third party] will notify the DCC Information Governance Manager immediately at KeepDevonsDataSafe@devon.gov.uk.
- 2.11. [Enter name of third party] will not transfer any Personal Data outside the European Economic Area without the prior written consent of DCC.
- 2.12. [Enter name of third party] will not be restricted by this Agreement in its use of any Data which is in the public domain or in the possession of [Enter name of third party] prior to the date of this Agreement.

3. [ENTER NAME OF THIRD PARTY] EMPLOYEES

- 3.1. [Enter name of third party] will ensure that access to the Data is limited to: those employees who need access to the Data for the purpose of this Agreement; and in the case of any access by any employee, such part or parts of the Data as is strictly necessary for performance of that employee's duties under this Agreement.
- 3.2. [Enter name of third party] will ensure that any of their employees, agents, subcontractors or professional advisors who have access to the Data under this Agreement:
- 3.3. are informed of the confidential nature of the Data;
- 3.4. have undertaken training in the laws relating to handling Personal Data; are aware of [enter name of third party] obligations under this Agreement.
- 3.5. [Enter name of third party] will use reasonable endeavours to ensure the reliability of any [enter name of third party] employees who have access to the Data.

4. RIGHTS OF DCC

- 4.1. DCC is entitled, on giving at least five working days' notice to [enter name of third party], to inspect or appoint representatives to inspect all facilities, equipment, documents and electronic data relating to the processing of the Data.
- 4.2. The requirement under clause 0 to give notice will not apply if DCC believes that [enter name of third party] is in breach of any of its obligations under this Agreement.

5. WARRANTIES

- 5.1. Each party warrants to the other that it is duly authorised to enter into this Agreement.
- 5.2. [Enter name of third party] warrants that it will process the Personal Data in compliance with all applicable laws, enactments, regulations, orders, standards and other similar instruments.
- 5.3. [Enter name of third party] warrants that it will not authorise any third party or sub-contractor to process the Data.

6. INTELLECTUAL PROPERTY RIGHTS

- 6.1. [Enter name of third party] agrees and acknowledges that any Intellectual Property Rights in the Data belongs to DCC and that [enter name of third party] does not acquire any rights, title or interest in such Data, save as granted under this Agreement.
- 6.2. DCC hereby grants [enter name of third party] a royalty free licence to process the Data under this Agreement. For the avoidance of doubt, this licence shall terminate automatically on termination of this Agreement.

7. INDEMNITY

- 7.1 [Enter name of third party] agrees to indemnify and hold DCC harmless against all costs, claims, losses, damages or expenses (including legal expenses) incurred by DCC as a result of [enter name of third party] failure to comply with its obligations under this Agreement and the Act.

8. TERM

- 8.1. This Agreement will commence on the date of this Agreement.
- 8.2. Immediately after Completion, [enter name of third party] will delete all Data and any copies of the Data in its possession (unless otherwise stipulated).

9. TERMINATION

- 9.1. This Agreement will terminate automatically upon execution of the **purpose** and [enter name of third party] having complied with clause 8.2, unless terminated earlier in accordance with this clause.
- 9.2. Except as provided in this Agreement, neither party will have any further obligation to the other under this agreement following its termination.
- 9.3. Termination of this Agreement will not affect any rights, remedies or obligations of the parties that have accrued or become due prior to termination.

10. GENERAL

- 10.1 This Agreement will be governed and construed in accordance with the laws of England and Wales.

- 10.2. The parties irrevocably agree that the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter.
- 10.3 This Agreement has been entered into on the date stated at the beginning of it.

Signed by []
on behalf of **Devon County Council** [JOB TITLE]

Signed by []
on behalf of **[Enter name of third party]** [JOB TITLE]

A copy of this agreement should be held by both parties.

11. SCHEDULE ONE – PERSONAL CONFIDENTIALITY STATEMENT

- 11.1. Statement outlining *personal responsibility* concerning security and confidentiality of information (relating to clients, staff and the business of Devon County Council)
- 11.2. **NB. This statement must be signed by all 3rd party employees where access to DCC data will be granted to ten employees or less. If more than ten employees will have access to DCC data, this statement should be signed by the company director or other equivalent or relevant person, on behalf of their employees.**
- 11.3. Any confidential and/ or personal information accessed or acquired by you or your employees in connection with the performance of any contract between you/your employer and Devon County Council must not be disclosed to any other person unless in pursuit of your/your employees duties as detailed in the contract between Devon County Council and you/your employer. This condition applies during the length of this contract with Devon County Council and after that ceases.
- 11.3 Confidential information includes all information relating to the business of Devon County Council and its clients and employees.
- 11.4 The Data Protection Act 1998 regulates the use of all personal information and included electronic and paper records of identifiable individuals (clients and staff). Devon County Council is registered in accordance with this legislation. If you or your employees are found to have used any information you/they have seen or heard other than for the purposes of your/their contractual responsibilities you and/or your employer may face legal action.

12. PERSONAL UNDERTAKING

- 12.1. I understand that I and my employees are bound by a duty of confidentiality and agree to adhere to the conditions within the agreement between Devon County Council and my personal responsibilities to comply with the requirements of the Data Protection Act 1998.

NAME OF CONTRACTING ORGANISATION:	
PRINT NAME:	
SIGNATURE:	
POST HELD:	
DATE:	