

ProspectsPayroll

Service Level Agreement (SLA)

Payroll Service

V1. April 2024

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Prospects Payroll and the Customer for the provisioning of Payroll services, required to support and sustain the product or service throughout the duration of the contract.

This Agreement will continue unless revised by Prospects Payroll to ensure compliance with legal and commercial developments throughout the duration of the contract.

This Agreement outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with Prospects Payroll General Terms of Sale (which can be found at www.hrconnect.org.uk).

Together with the Order and the General Terms of Sale this document provides a binding agreement between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this document will take precedence.

2. Purpose

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support and delivery to the Customer by Prospects Payroll.

The objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: Prospects Payroll

Customer: Customer (“Customer”)

Prospects Payroll reserve the right to support this contract through third party sources where appropriate. System operators employed by Prospects Payroll may be changed by from time to time at its discretion.

4. Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this Agreement may be amended by Prospects Payroll as required and communicated to all affected parties through publishing on our website.

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

The Prospects Payroll Standard Payroll service includes the following key features:

- Access to employee and manager self-service for submitting sickness absence, unpaid absence, contractual changes, terminations, personal changes, expenses, overtime/additional hours, bank detail changes.
- Automated occupational and statutory scheme calculations.
- Annual pay award processing.
- Full payment submission (FPS) detailing the employee's pay and deductions for that month.
- Employer payment submission (EPS) detailing the employer's statutory payments.
- Provide BACs and costing reports.
- Payments to third parties.
- Run the BACs process and transmit the BACs payment
- Court orders and attachment to earnings.
- Access to Help Desk
- Pension administration.

6. Customer and Service Provider Responsibilities

Customer and Service Provider responsibilities and/or requirements in support of this Agreement include:

Appointment of New Employees

Service	Who	Activity	Target
New Starters	Customer	Complete and submit new appointment details, bank details, along with P45 or if not available supply new starter declaration information and bank details via Manager self-service .	By published submission deadline
	Prospects Payroll	Will ensure the employee is set up correctly with statutory deductions, relevant pension scheme enrolment and bank details.	By payroll deadline

Contract changes and amendments to pay

Service	Who	Activity	Target
Contract changes and amendments to pay	Customer	Submit changes for change in hours, job title, end of fixed term contracts, extension of fixed/or temporary contracts via Managers self-service.	By published submission deadline
	Customer/ EMP	Submit personal changes information utilising Employee or Manager self- service.	By published submission deadline
	Prospects Payroll	Correctly process all submissions received.	By next payroll deadline
	Prospects Payroll	Advise the customer when changes are made to an employee's record that may have an impact on pay or deductions, including under or overpayment that arises and provide details to the customer.	By next payroll deadline. Deductions in payroll once notified by school.

Maintenance of payroll records

Service	Who	Activity	Target
Validation and quality control	Prospects Payroll	Review validation and exception reports and update records as applicable.	Monthly
	Prospects Payroll	Carry out suitable checks on any data input in accordance with best practice auditing of process, including compliance, self-audit and checking. Prospects Payroll shall consider and unless otherwise agreed implement audit recommendations from internal or external audit reports	Monthly

Sickness & Absence Management

Service	Who	Activity	Target
	Customer	The Customer to submit all sickness absences via Manager Self Service including the end date when the employee returns to work via Manager Self Service. Notify Prospects Payroll of any exceptions to normal sickness absence rules.	Monthly
	Prospects Payroll	Administration of statutory sick pay entitlement and issue of statutory documents.	6 weeks before SSP expired
	Prospects Payroll	Produce half/nil report and send to the Customer for discussion with employee	2 months in advance where dates permit of half/nil pay commencement
	Prospects Payroll	Apply conversion of half pay to full pay or extension of pay during sickness in line with the Customer policy and with proper authorisation from the Customer.	By payroll deadline
	Customer	Send letter to employee notifying of half/nil pay. If employee has since returned input return date via Manager Self Service.	By self-service deadline
Other absence (non-annual leave)	Customer	Notify Prospects Payroll of any absences, correctly authorised in the correct format	By published submission deadlines. Must comply with policy.
	Prospects Payroll	Input absence to payroll system.	By payroll deadline

Payments to and deductions from employees

Service	Who	Activity	Target
Process other payments	Customer	Submit all other payments via Manager self-service, or where they may not be available submit via the portal using the appropriate e-form.	Monthly
	Prospects Payroll	Process all payments to employees in accordance with authorised submissions each month, ensuring accurate and timely payment including expenses.	By payroll deadline
Process other deductions (non-statutory)	Customer	Submit all voluntary deductions (i.e. Give as you Earn) on behalf of the employee via the portal using the appropriate e-form.	By published submission deadline
	Customer	Submit all other deductions via the portal using the appropriate e-form.	By published submission deadline
	Prospects Payroll	Correctly process all submissions received.	Monthly by payroll deadline
Annual pay review process	Prospects Payroll	Support the annual pay review process in accordance with Customer policy.	By agreed project deadline for each year
	Customer	The Customer to discuss with Prospects Payroll any changes to the Annual Pay Review that will amend the how and what payments need to be processed.	In line with agreed project plan for each year
	Customer	The Customer submits changes.	By agreed project timeline
	Customer	If outside annual process, the Customer will complete and submit authorised changes in agreed format for processing	By published submission deadline
Correction of errors	Customer	Notify Prospects Payroll of any corrections to be made to pay.	By next available payroll deadline

	Prospects Payroll	All payments and operational transactions will be corrected in accordance with authorised submissions received within the published submission deadlines (under/over-payments). In exceptional circumstances where an underpayment has occurred, where appropriate and available, a corrective payment may be made in advance if the Customer deem the individual to be in financial hardships. Charges will apply for customer error.	By next available payroll deadline
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Payroll Administration

Service	Who	Activity	Target
Other leave	Customer	Notification received from the Customer advising of other leave via the portal using the appropriate e-form (e.g. personal leave, jury service, carers leave)	As advised
	Prospects Payroll	Correctly process all submissions received.	By payroll deadline
Unpaid leave	Customer	Submit absence not due to sickness via Managers Self-Service.	By published submission deadline
	Prospects Payroll	Correctly process all submissions received.	By payroll deadline
Maternity/ Paternity/ Shared Parental Leave and Adoption	Customer	Prospects Payroll advised of maternity/paternity/ adoption/shared parental leave by the Customer	As soon as possible
	Prospects Payroll	Produce appropriate confirmation of pay entitlement and upload to the portal for the customer to provide to the employee.	5 days from receipt of all relevant information
	Prospects Payroll	Update record and undertake appropriate calculations and ensure application of statutory pay benefits and Customer terms and conditions as applicable and send Statutory form (i.e. SMP1) if appropriate.	By relevant payroll deadline

	EMP	Employee notifies the Customer of return to work date.	8 weeks prior to end of maternity leave
	Customer	Notify Prospects Payroll of employees return to work date.	By published submission deadline
	Prospects Payroll	Update record when notified of employees return and send appropriate correspondence in relation to Pension Contributions where applicable.	By payroll deadline
	Customer	Customer advises Prospects Payroll whether the employee wish to pay missing pension contributions.	Within 30 days of letter being received from Prospects Payroll
	Prospects Payroll	Update payroll system in respect of missing Pension contributions and advise Pension provider.	By next payroll deadline
Jury Service	Customer	Provide Prospects Payroll with Certificate of Loss of Earnings or Benefit form from the court to be completed for the employee	As soon as possible
	Prospects Payroll	Complete Certificate of Loss of Earnings or Benefit form issued by the court.	10 days from request received
	Customer	Provide Prospects Payroll with jury pay statement issued by the court	By next payroll deadline
	Prospects Payroll	Apply pay deduction for Jury Service	By payroll deadline
Court Orders	Prospects Payroll	Accurate administration of Court Orders.	By payroll deadline
Tax and NI application	Prospects Payroll	Update of payroll system in accordance with information received from HMRC.	By next available payroll deadline
Correspondence	Prospects Payroll	Respond to queries from relevant bodies i.e. HMRC	5 days from request received

	Prospects Payroll	Provide information / respond to queries as requested by Pensions provider.	10 days from request received
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Leavers

Service	Who	Activity	Target
Redundancy / Retirement/ Ill health	Customer	Submits leaver information via self- service. Provide Prospects Payroll with copy of appropriate letter via the portal (i.e. redundancy)	By published submission deadline
	Customer	Request pension estimate (for retirements).	5 days from receipt of request
	Customer	Provide Prospects Payroll with the amount of redundancy to be paid.	3 days from receipt of request
	Prospects Payroll	Make redundancy payment in last salary if prior to pay day or following pay period if last day of service is after this.	On Pay day or as soon after last day of service
	Customer	Receives completed appropriate pensions forms, along with any supporting documentation i.e./ birth and/or marriage certificates), validates copies and submits to Prospects Payroll via the portal.	As soon as possible
	Prospects Payroll	Send required information to Pension for retirements	5 days from full information received from employee
Death in Service	Customer	Submits information via Manager self- service and makes immediate contact with Prospects Payroll advising of death in service providing relevant information.	Upon notification of death
	Prospects Payroll	Contact appropriate Pension provider and forward appropriate correspondence to the customer to provide to the next of kin.	1 day

All leavers	Customer	Submit leaver information via Managers self-service.	By published submission deadline
	Prospects Payroll	Process termination on Payroll system.	By payroll deadline
	Prospects Payroll	Production and make P45's available via employee self-service.	100% issued by the end of the month, or within 5 days from last day of service, whichever is later
	Prospects Payroll	Ensure accurate payment after leaving as appropriate, subject to authorisation from the Customer.	Next available pay period
	Prospects Payroll	Send information as required by the Customer's Pension provider for non- retirements	When information received from employee and 1 month from leaving

Correction of errors (under and overpayments) and recovery of overpayments

Service	Who	Activity	Target
Identification & Correction	EMP	Check e-payslip and immediately inform the Customer of under/overpayment.	Monthly
	Prospects Payroll	Advise the Customer of any overpayment identified.	3 days
	Customer	Immediately notify Prospects Payroll of any overpayment and advise EMP of identification.	Monthly
	Customer	In exceptional circumstances where an underpayment has occurred, a corrective payment may be made in advance. Where due to Customer error a charge will be made in accordance with agreed rates.	In accordance with advance schedule
	Prospects Payroll	Correct under and overpayments in accordance with policy and authorisation from the Customer.	By next payroll deadline
	Prospects Payroll	When notified of overpayment, correct Payroll record and advise the Customer.	Immediately
	Customer	Discuss and agree with employee repayment schedule in accordance with overpayment policy and notify Prospects Payroll of any proposed	2 days

		changes.	
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Payroll Control Processes

Service	Who	Activity	Target
Statutory Returns	Prospects Payroll	Completion of all statutory and non- statutory RTI returns (EAS, FPS and EPS) and submission to HMRC via EDI and completion and presentation of year end FPS questions.	100% completed in line with statutory deadlines
BACs Processing	Prospects Payroll	Run the BACs process and transmit the BACs file in accordance with agreed schedule.	100% within timescales so payment received on agreed pay day
	Customer	Ensure sufficient funds are available in nominated bank account to fund the BACs transmissions.	Within agreed timescales
	Customer	Inform Prospects Payroll of any changes to the source bank account or BACS user number.	As soon as possible
	Customer	Where applicable, manage the process of recalling both individual and complete BACs transmissions including liaison with BACs, the banks, employees and Prospects Payroll.	As soon as possible
	Customer	Reconcile payments made via BACs to source bank account, where applicable.	Monthly
3 rd Party Data	Prospects Payroll	Ensure that information relating to Pensions and other pay related data is submitted within agreed schedule.	Within agreed timescales
Additional Payments	Prospects Payroll	Provide the facility to make payroll payments outside the normal monthly arrangements and run an additional BACS in accordance with an agreed schedule, for exceptional circumstances. Provide the Customer with pay information if an individual requires a one-day payment, where applicable.	Within agreed timetable
	Customer	Once figures received from Prospects Payroll, make one day payment to employee in exceptional circumstance. Provide confirmation this has been done Prospects Payroll.	1 Day

	Prospects Payroll	Update Payroll record to offset recovery of advance. Apply advance / one day payment recovery to record.	By next pay period
Production of P60s	Prospects Payroll	Annual production and provision of P60s via self-service.	100% produced in line with statutory deadlines
	Prospects Payroll	Advise the Customer that P60's are available for viewing via self-service.	In line with statutory deadlines
Pay Awards and Rate Changes	Prospects Payroll	Ensure pay awards and changes to other rates are applied correctly and accurately.	Within agreed timescales.
Disaster Recovery	Prospects Payroll	Production, updating and where necessary use of an effective and practical payroll disaster recovery/business continuity plan.	From contract go live
BACS SUN Responsibilities	Prospects Payroll	Ensure BACS SUN is applied appropriately to the BACS submission software.	At onboarding
		Test the submission of the BACS file to ensure successful application to the Bureau.	Prior to go live.
		Collect and action monthly advice and notification reports.	Within stated timescales
	Customer	It is the client's responsibility to ensure that a BACS SUN has been applied for and is active.	At onboarding
		It is the client's responsibility to ensure that the total value of payments does not exceed the limit negotiated with the client's Bacs sponsor.	Ongoing
		Files limits are the responsibility of the client and should be managed through their sponsoring bank.	Ongoing
		The client will arrange the cancellation of individual payments by contacting their Bacs sponsor.	By BACS processing day
		If it is necessary to withdraw the whole Bacs file, the client will contact the bureau before 3pm on Input Day.	4 days before payment date
		Inform Prospects Payroll of any changes to the source bank account or BACS user number	Prior to change being made
		The client must collect reports following email notification from the Bacs service.	Within agreed timescales
		Primary Security Contacts (PSC) and Additional Contacts (AC) on the Payments Services Website must be kept up to date and active to ensure	Ongoing

		collection and investigation of the reports is undertaken.	
		PSCs and ACs must be employees of the Service User.	Ongoing

Post Payroll Reporting

Service	Who	Activity	Target
Post payroll reporting	Customer	Maintain correct costing on the payroll system.	Monthly
	Prospects Payroll	Provision of costing reports.	Monthly
	Prospects Payroll	Provide details of any payroll related deduction not automatically processed as a BACs payment as agreed. (This option will only be used if the preferred option cannot be managed by the technology implemented)	Monthly

Processing Schedule

Service	Who	Activity	Target
Payroll schedule	Prospects Payroll	6 months prior to the beginning of each financial year prepare the processing schedule for the payroll for the following financial year.	6 months before start of financial year
	Customer	Liaise with Prospects Payroll to agree any changes to the processing schedule.	By agreed timeline
	Prospects Payroll	Publish agreed processing schedule and share with all relevant parties within the Customer.	By agreed timeline

TUPE Transfers

Service	Who	Activity	Target
TUPE Transfers	Customer	Highlight to Prospects Payroll impending TUPE Transfer (on-boarding or off-boarding).	As soon as possible

Prospects Payroll	Liaise with the Customer to ensure that all relevant information in respect of the payroll is obtained, and systems and processes are ready for transfers to take place.	When notified by the Customer
Prospects Payroll	<p>*Ensure payroll system is updated in accordance with information provided. If transferring out terminate record and produce and make P45's available via self-service.</p> <p>If transferring in set up all payroll elements, statutory deductions, pensions (as appropriate) and bank details, ensuring correct pay and deductions.</p>	In accordance with project plan and/or relevant payroll deadline
Prospects Payroll	Agree timeline and information to be provided to the new employer.	In accordance with project plan

*If terms and conditions require additional allowances/elements to be built for the payroll there may be additional charge.

Restructures

Service	Who	Activity	Target
Restructure	Customer	Raise with Prospects Payroll impending plans for restructure.	As soon as possible
	Customer	Supply Prospects Payroll with final employee information.	By agreed project deadline
	Prospects Payroll	Amend Payroll in accordance with information received.	By agreed project deadlines
	Prospects Payroll	Make payments to leavers including redundancy payments	By pay day or following pay period if last day of service is after this
	Customer	Provide employee with relevant pension forms for completion.	By end of payroll month

	Prospects Payroll	Provide Pensions with appropriate information relating to the leaver.	By end of payroll month
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*Depending on volume and changes required may be chargeable extra

Pension

Service	Who	Activity	Target
Pension Scheme	Prospects Payroll	Pension contributions and management of confirmation regarding auto- enrolment into appropriate scheme. Manage opt-in and opt-out from appropriate pension scheme when notifications received from the customer on behalf of an employee	By pay day (in line with instructions received via submission deadline
	Prospects Payroll	Monthly reconciliation of contributions and payment to appropriate Pension Administrators	By Administrator applied deadline
	Prospects Payroll	Reconciliation and provision of year end cumulative information to Pension Administrator.	Annually by Administrator published deadline
Automatic Enrolment	Prospects Payroll	Identify employees who become eligible to be opted in an appropriate pension scheme. Opt-in and advise Customer.	Monthly by payroll deadline
	Customer	Write to employee confirming they have become eligible and have been opted into the pension scheme.	As soon as possible
	Prospects Payroll	Apply re-enrolment on 3-yearly basis. Inform Customer of eligible job holders and entitled workers	By agreed deadlines
	Customer	Write to employee to confirm they have been re-enrolled.	By agreed deadlines

	Prospects Payroll	Opt-in eligible workers automatically in line with re-enrolment. Opt-in entitled workers by request.	By payroll deadline
	EMP	Provide opt out information to Prospects Payroll if they wish to leave the scheme (via the appropriate pension scheme as appropriate i.e. TPS).	By payroll deadline
	Prospects Payroll	Confirm to Customer information / payment has been loaded via the website	By 19th of the following payroll month

Advice and Information

Service	Who	Activity	Target
Provide information	Prospects Payroll	Provide relevant information to Customer as requested	3 working days
		More complex queries will follow an escalation process within the team	5 working days
Advice	Prospects Payroll	Respond to requests for advice that require factual information pertaining to Prospects Payroll issues	3 working days
	Prospects Payroll	*Respond to queries from LGPS and/or TPS on current and previously employed staff	20 working days
Subject Access	Prospects Payroll	Respond to requests to Personal information (under GDPR or Freedom of Information Act)	Response provided within agreed timescales to ensure achievement of statutory requirement
Legislation changes	Prospects Payroll	Advise Customer on legislative changes and possible impact on service or organisations relating to payroll only.	As appropriate

*If Pensions require bulk historical information i.e. to support McCloud judgement, this may incur additional charge.

In addition, the Customer is responsible for the submission of accurate and correctly authorised information in accordance with the published payroll deadlines. All information should be submitted by the Customer via Manager/Employee Self Service or where this is not available via the Prospects Payroll Customer Portal (E-Forms).

7. Service Assumptions

Assumptions related to in-scope services and/or components include:

Interim Salary Payments

Where requests for payments outside of the normal monthly payroll run are received, Prospects Payroll will agree to process those interim payments where the error has occurred due to an Prospects Payroll administrative error.

For any requests received from the Customer, Prospects Payroll reserve the right to charge (this will be notified at the point of request and will be in line with our charging schedule). We also reserve the right to apply a charge where a request is made to provide a net pay figure where the customer will make payment directly to the employee.

Changes to services will be communicated and documented to all stakeholders.

8. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Telephone support: 9 A.M. to 5:00 P.M. Monday – Friday
(excluding English Bank Holidays and a concessionary day which is appended to the Christmas Bank Holidays)

Portal support: Monitored 9A.M. to 5:00 P.M. Monday – Friday
Enquiries received outside of office hours will be collected, however no action can be guaranteed until the next working day.

9. Service Performance

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Measure	Target
Respond to portal enquiries	Within 5 working days
Resolve calls at first contact	80% of all calls
Customer Satisfaction	80% and above positive

10. Service Feedback

Prospects Payroll endeavours to make its service the best that it can be at all times.

We therefore encourage and appreciate all FEEDBACK you may wish to present us with, both POSITIVE or Negative.

Where possible, would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously. Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing by e-mail to:

info@hrconnect.org.uk

Please cover the following points:

- Your reason for feedback.
- An overview of the feedback and its handling to date.
- Your view on what should happen next.
- The names of any staff involved

When your feedback is received, we will:

- Endeavour to rectify any problems caused within 20 working days.
- Acknowledge your correspondence within 5 working days.

Where we are unable to meet the proposed 20 working day deadline, if for example further investigation is required, we will contact you to inform you of progress of your complaint and agree a completion date with you.

In all instances your feedback will be investigated by a senior member of staff and that person will contact you. We will also ensure that if required additional training and development will be provided to our staff and that lessons are learned from what has happened, to prevent it happening again.

11. Finance Manager and Manager Self-Service Training

Finance Manager and Manager Self Service training for administrators or approvers is available for new users of the system/s or as refresher sessions for existing staff.

The training has been designed to provide attendees with the opportunity to experience a 'hands on' practice session for the most frequently used transactions on Finance Manager, Manager Self-Service, and the Portal.

The sessions below are available as an optional additional service:

Self-service starters, changes, and leavers transactions: Half day

- New hires
- Additional assignments
- Assignment changes
- Allowances and deductions

- Absences
- Use of Finance Manager (e.g. standard reports)
- End assignments
- Terminations
- How to submit an enquiry through the Portal and manage cases.
- Submitting an e-form through the portal.

To find out more information please contact the Prospects Payroll Help Desk.

12. General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

For the purposes of this agreement the following party will be responsible for adherence to the legislation referred in Annex A

1. **Data Controller: Customer**
2. **Data Processor: Prospects Payroll**
3. **Sub Processor: N/A**

Schedule of Processing, Personal Data and Data Subjects (Annex A)

1. The contact details of the Controller's Data Protection Officer (or representative) are:
[See Order Form]
2. The contact details of the Processor's Data Protection Officer (or representative) are:

Email: DPO@csltd.org.uk
Post: Data Protection Officer, Commercial Services Group, 1 Abbey Wood Road, Kings Hill, West Malling, ME19 4YT
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Data processing details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Prospects

	Payroll is the Processor as defined in the Contract.
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the service(s) as outlined in the Contract and Service Level Agreement.
Duration of the processing	Processing will take place as for the period defined in the contract.
Nature and purposes of the processing	<p>The nature of processing will include all operations required in the delivery of the Services. This shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Meeting statutory obligations • Ensuring policies are adhered to • Employment processing • Payroll and pensions administration • HR casework • Staff transfers / TUPE • Customer / client account management including billing, handling helpdesk queries and provision of management information as agreed • Review of current practice or services and how they could be improved <p>Information may be obtained from and shared with third parties with whom we liaise in providing the Services (i.e. HMRC / LGPS / Teachers' Pension Scheme / Disclosure and Barring Service / Legal Advisors) or by a representative acting on behalf of the data subject (trade union representative / solicitor), as appropriate.</p> <p>Information may be shared with other parties where a transfer of the business takes place (i.e. TUPE).</p> <p>Information may be shared with law</p>

	enforcement or other authorities if required by applicable law.
Type of Personal Data being Processed	<p>Personal data relating to the categories of Data Subject below, including:</p> <ul style="list-style-type: none"> • Name • Unique identifiers e.g. employee number • Contact details including email address, phone number, address and address history • Date and place of birth • Information relating to protected characteristics as defined in the Equality Act 2010 e.g. age, racial or ethnic origin, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity, religious or similar beliefs, disability, gender reassignment • Information required for recruitment and vetting processes e.g. job applications / CV, referee contact details, criminal record and certificates of good conduct, ID document details, nationality and immigration status information, licences or permits held including a copy of driving licence (where applicable). • Current and historic employment and/or educational details including training, academic and professional qualifications and registrations, details of any conduct, grievance, disciplinary or performance issues, reviews and appraisals, time and attendance • Health information e.g. occupational health, sickness and absence records • Continuous service information • Redundancy information • Trade union membership • Financial information including details of salary / benefits, bank details, tax information, student loan status, statutory third-party payments e.g. court orders / attachment of earnings orders or voluntary payments and National Insurance Number • Details of pension and benefit arrangements including all information necessary to implement

	<ul style="list-style-type: none"> and administer these Details of spouse / partner and dependants Emergency contact information Information relating to use of public social media (in very limited circumstances, to check specific risks for specific functions within the Controller's organisation) – if applicable. Survey information from participation in surveys and / or qualitative research
Categories of Data Subject	<p>These will include:</p> <ul style="list-style-type: none"> Prospective, current and previous employees (including volunteers, agents and temporary workers and those undertaking work for, or on behalf of the Controller) Parents, dependants and those with legal responsibility for the service users – if applicable Employees of the Controller's 3rd Party suppliers Students / pupils – if applicable Website users
Specific processing instructions for Sub-Processing	N/A
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>In line with the contract, at the written direction of the Controller, unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data</p>

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

- 1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters

mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.

Summary of optional chargeable services

Service Description	Service charge
Ad hoc pay advance payment of 60% or 65% of gross pay where an underpayment has happened as the result of an error or late submission originating from the customer	£45.00 +VAT per payment
Early net overpayment calculation and breakdown	£50.00 +VAT per calculation
End of Year adjustments where the under/over payment occurred as the result of an error or late submission originating from the customer	£60.00 +VAT per EOY adjustment
End of Year Adjustments where the under/overpayment occurred as the result of an error or late submission originating from the customer.	£60 per EOY adjustment
Any changes to terms and conditions will need to be formally submitted to HR Connect Business Services to undertake a requirement review to determine if the request can be accommodated and may result in an additional charge. Each request will be assessed on a case by case basis	To be agreed on a case by case basis
Finance Manager, Managers Self-Service, and Portal training: Sessions are run for a full as detailed in the optional chargeable services section.	£75 per attendee: Half day
Monthly pensions report and returns will be additional.	To be agreed on a case by case basis.
Early termination fee: If you stop receiving a service within the first twelve months you will have to pay an early termination charge. The fee will depend on how much of your minimum term is left to run; and the period you have already been billed for.	To be agreed on a case by case basis
Additional year end summary report, days lost due to absence, costing analysis reports, headcount totals etc will all be additional.	To be agreed on a case by case basis.
Administration fee for provision of additional exit reports on all terminations of service. Any changes to the original termination date received after the deadline may result in additional charges.	£272 + VAT To be agreed on a case by case basis