

Terms and conditions

1. Definitions – In these terms and conditions ('terms') the following definitions shall apply in addition to any other defined terms: 'supplier' means Latcham Direct Limited trading as Latcham incorporated and registered in England and Wales under number 06695717 having its registered office at Unit 1 Western Drive, Hengrove, Bristol BS14 0AF; 'customer' means the person or entity contracting to take and pay for the services provided by the supplier; 'contract' means the contract between the customer and the supplier in accordance with these terms; 'estimate' means the written estimate in respect of the services to be provided by the supplier to the customer; 'goods' or 'work' means deliverables and/or services to be provided by the supplier as set out in an estimate or as otherwise agreed; and 'agreed' or 'agrees' means agreement by or between the customer and/or supplier in writing (which includes email but not fax).

2. Price variation – Estimates are based on the supplier's current costs of production and, unless otherwise agreed, are subject to amendment on or at any time before acceptance in accordance with clause 3(a) to meet any rise or fall in such costs.

3. Order and cancellation – (a) Any estimate is deemed to be accepted upon receipt of a purchase order from the customer or acceptance by the customer in writing, including email ('order'). (b) An order can only be cancelled up to seven (7) days before the work is scheduled to be delivered. The customer will be liable for any costs incurred by the supplier prior to the cancellation of the order which shall become due on cancellation.

4. Tax – Except in the case of a customer who is not contracting in the course of a business nor holding himself out as doing so, the supplier reserves the right to charge the amount of any value added tax payable whether or not included on the estimate or invoice.

5. Preliminary work – All work carried out, whether experimentally or otherwise, at the customer's request shall be charged at the supplier's then current standard rates.

6. Copy – (a) A charge may be made to cover any additional work involved where copy supplied is not clear and legible. (b) A charge may be made where copy supplied in electronic form cannot be processed as it does not meet the resolution specification specified by the Supplier.

7. Databases/data protection – (a) Where the customer is required to supply to the supplier a database, such database shall be provided on compact disc, DVD or secure electronic file transfer in machine readable files in the format specified by the supplier. The customer will supply the database to the supplier within the time specified by the supplier to allow the supplier to perform its obligations under the contract. (b) The Customer warrants that any database supplied to the supplier does not infringe any third party intellectual property rights. (c) The supplier and the customer acknowledge and agree that the terms and conditions set out in the data processing addendum attached to these terms shall apply in relation to the processing of 'personal data' by the supplier in respect of the services to be provided by the supplier to the customer under this contract. Such addendum (as amended or superseded from time to time) will be deemed to form part of this contract.

8. Proofs – (a) Proofs of all work may be submitted for customer's approval and the supplier shall incur no liability for any errors not corrected by the customer in proofs so submitted. Customer's alterations and additional proofs necessitated thereby shall be charged supplier's then current standard rates. When style, type or layout is left to the supplier's judgement, changes made at the customer's request shall be charged at the supplier's then current standard rates. (b) Where the Customer is asked to approve proofs this shall be done in a timely manner. The Supplier shall accept no responsibility, financial or otherwise for delay to either the delivery or mailing date caused by the customer's delay in approving proofs.

9. Delivery – (a) Delivery of work shall be accepted when tendered and thereupon or, if earlier, on notification that the work has been completed and then payment shall become due. (b) Unless otherwise agreed the price quoted is for delivery of the work to the customer's address as set out in the estimate. The supplier may charge the customer for any additional costs incurred by the supplier for delivery to a different address. (c) Should expedited delivery be agreed, the supplier may charge additional costs at the supplier's then current standard rates to cover any overtime or other additional costs or expenses incurred. (d) Should work be suspended at the request of or delayed through any default of the customer the supplier shall then be entitled to payment for work already carried out, materials specially ordered and other additional costs including storage. (e) The Supplier reserves the right to deliver the Goods in instalments and where the goods are delivered in instalments, each delivery shall constitute a separate contract and each delivery can be invoiced separately. Failure by the Supplier to deliver any one or more of the instalments in accordance with these conditions or any claim by the Customer in respect of any one or more instalments shall not entitle the Customer to treat the contract as a whole as repudiated.

10. Claims – Advice of damage, delay or partial loss of goods in transit or of non-delivery must be given in writing to the supplier and the carrier within three (3) clear days of delivery (or, in the case of non-delivery, within fourteen (14) days of despatch of the goods) and any claim in respect thereof must be made in writing to the supplier and the carrier within seven (7) clear days of delivery (or, in the case of non-delivery, within forty two (42) days of despatch). All other claims must be made in writing to the supplier within fourteen (14) days of delivery. The supplier shall not be liable in respect of any claim unless the aforementioned requirements have been complied with except in any particular case where the customer is able to prove to the supplier's reasonable satisfaction that (a) it was not possible to comply with the requirements and (b) advice (where required) was given and the claim made as soon as reasonably possible.

11. Limitation of liability – (a) The supplier shall not be liable for any indirect or consequential loss of any nature or third party claims occasioned by delay in completing the work as a result of the customer's delay or default or for any loss to the customer arising from delay in transit. (b) Where work is defective for any reason, including negligence, the suppliers' liability (if any) shall be limited to rectifying such defect. If the defect can not be rectified, then the supplier's liability will be limited to the value of the goods or work in dispute.

12. Standing material – Metal, film, glass and other materials owned by the supplier and used in the production of type, plates, moulds, stereotypes, electrotypes, film-setting, negatives, positives and the like shall remain the supplier's exclusive property.

13. Payment – (a) Payment shall become due and payable on dispatch of the goods unless credit terms have been agreed in advance. All payments shall be made in full and in cleared funds in accordance with the supplier's instructions and without any deduction, set-off, counterclaim or withholding other than any agreed settlement discount.

(b) If payment of any sum payable to the supplier is not received on or before the due date for payment then, without limiting the supplier's other rights and remedies, the supplier shall be entitled to charge interest thereafter on such sum at the rate of 5% per annum above the base rate of Lloyds Bank PLC from time to time, such interest accruing on a daily basis and being compounded on the last day of each calendar month from the due date until actual payment of the overdue amount (whether before or after judgment). Furthermore any other monies due to the supplier shall become immediately payable in full together with the overdue amount and all interest accrued thereon. (c) In relation to payments disputed in good faith, the customer shall pay any undisputed amount on the due date for payment and in respect of the disputed amount, interest shall only be payable after the dispute has been resolved on sums found or agreed to be due from the due date until payment. (d) Postage charges will be invoiced prior to the agreed mailing date. Payment of these charges must be received in advance of the mailing being released and the supplier will not be liable for any delayed mailing caused by the customer's failure to pay such charges.

14. Customer's property – (a) Except in the case of a customer who is not contracting in the course of a business nor holding himself out as doing so, customer's property and all property supplied to the supplier by or on behalf of the customer shall while it is in the possession of the supplier or in transit to or from the customer be deemed to be at the customer's risk and should be insured accordingly.

(b) The supplier shall be entitled to make a reasonable charge for the storage of any customer's property left with the supplier before receipt of the order or after notification to the customer of completion of the work at a standard charge of £5 per pallet (or part pallet) per week. (c) The supplier reserves the right to request in writing that customer's property be removed on the expiration of fourteen (14) days' notice from the supplier's premises subject to all related storage charges having been paid. The supplier retains the right to dispose of any property not removed at the customer's cost.

15. Materials supplied by the customer – (a) The supplier may reject any paper, plates or other materials supplied or specified by the customer, which appear to the supplier to be unsuitable. The supplier may charge additional costs if materials are found to be unsuitable during production unless the whole or any part of such additional costs could have been avoided but for unreasonable delay by the supplier in ascertaining the unsuitability of the materials. (b) Where materials are so supplied or specified, the supplier will take every care to secure the best possible results, but liability will not be accepted for imperfect work caused by defects in or unsuitability of materials so supplied or specified. (c) Quantities of materials supplied shall be adequate to cover normal spoilage.

16. Stock – Unless otherwise agreed, where the supplier agrees to purchase and hold bespoke stock specified by the customer for later delivery, and for whatever reason that stock becomes obsolete, the customer shall pay in full at the agreed rate for the stock and authorise its destruction within thirty (30) days of the obsolescence date.

17. Intellectual property rights – (a) Unless otherwise agreed, the supplier shall own and retain all intellectual property rights in any software written or developed by it or artwork or other materials developed specifically for the customer ('supplier IP'). (b) The supplier shall grant to the customer a non-exclusive non-transferable licence to the supplier IP for the customer's internal business purposes only and the Customer shall have no licence for any other use unless the supplier agrees otherwise. (c) The customer owns all intellectual property rights in any data supplied by the customer and the supplier undertakes (at the cost of the customer) to return such data in a sequential file format if requested.

18. Insolvency – If the customer (being an individual) ceases to pay his debts or cannot pay his debts as they become due or has a bankruptcy petition issued against him (or being a partnership has any partner to whom any of the foregoing apply) or (being a company) is deemed unable or admits inability to pay its debts or has a winding-up petition issued against it, or is subject to an administration order or files notice of an intention to appoint an administrator, without affecting its other rights or remedies, the supplier shall: (i) have the right not to proceed further with the contract or any other work for the customer and be entitled to charge for work already carried out (whether completed or not) and materials purchased for the customer, such charge to be payable on demand; and (ii) in respect of all unpaid debts due from the customer have a general lien on all goods and property in its possession (whether worked on or not) and shall be entitled on the expiration of fourteen (14) days' notice to dispose of such goods or property in such manner as it thinks fit and to apply the proceeds towards such debts.

19. Illegal matter – (a) The supplier shall not be required to print or otherwise publish any matter which in its reasonable opinion is or may be of an illegal, libellous or obscene nature or infringe the proprietary or other rights of any third party. (b) The customer shall fully indemnify the supplier in respect of any claims, costs, damages and expenses (including legal expenses on a full indemnity basis) arising out of or in connection with the same.

20. Periodical publications – A contract for the printing of a periodical publication may not be terminated by either party unless thirteen (13) weeks' notice in writing is given in the case of periodicals produced monthly or more frequently or twenty six (26) weeks' notice in writing is given in the case of other periodicals. Notice may be given at any time but wherever possible should be given after completion of work on any one issue. Nevertheless the supplier may terminate any such contract forthwith should any sums due by the customer remain unpaid.

21. Force majeure – The supplier shall not be in breach nor liable for any delay in performing, or failure to perform, its obligations if such delay or failure result from events, circumstances or causes beyond its reasonable control. During the continuance of such events or circumstances, the customer may by written notice to the supplier elect to terminate the contract and pay for work done and materials used, but subject thereto shall otherwise accept delivery when available.

22. General – (a) Variation: No variation to these terms or any contract made under them shall be effective unless agreed. (b) Waiver: No failure or delay to exercise any right or remedy under these terms or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy. (c) Third party rights: No one other than a party to the contract shall have any right to enforce them. (d) Credit referencing: We may transfer information about you to third parties for the following purposes: obtaining credit insurance, making credit reference agency searches, credit control assessment and analysis (including credit scoring, market, product and statistical analysis), and protecting our interests. We will provide you with details of such third parties on request. (e) Governing law and jurisdiction: This contract shall be governed by and construed in accordance with English law and both parties hereby submit for all purposes of and in connection with this contract to the exclusive jurisdiction of the English Courts.

Data Processing Addendum in relation to the provision of data processing, digital printing, print management, marketing and document fulfilment services (Version 2.0, 11th January 2021)

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1. Definitions and interpretation

- 1.1 In this Addendum the terms **(data) controller**, **(data) processor**, **personal data**, **sensitive personal data**, **special categories of personal data**, **processing**, **pseudonymisation**, **personal data breach** and **supervisory authority** shall have the meanings given to them in the Data Protection Legislation (as defined in clause 1.2 below).
- 1.2 In addition to those terms referred to in clause 1.1, the following definitions shall apply in this Addendum:
- | | |
|------------------------------------|---|
| Affiliates | in relation to a party, any entity that directly or indirectly controls, is controlled by or is under common control with that party (where control is defined as the direct or indirect ownership or control of more than 50% of the shares or other equity securities (as defined in section 560(1) of the UK Companies Act 2006) of an entity or of the power to direct or significantly influence the direction of the management, policies and voting interests of an entity whether by contract or otherwise). |
| Authorised person | the person(s) nominated by the customer from time to time in writing. |
| Business day | a day other than a Saturday, Sunday or public holiday in England when banks in the City of London are generally open for business. |
| Data protection legislation | (a) unless and until the GDPR is no longer directly applicable in the UK by virtue of the UK's exit from the European Union, the GDPR and any national implementing laws, regulations and secondary legislation in the UK and then any successor legislation to the GDPR or the DPA 1998;

(b) the Regulation of Investigatory Powers Act 2000;

(c) the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000;

(d) the Privacy and Electronics Communications (EC Directive) Regulations 2003;

(e) all applicable laws and regulations relating to the processing of personal data and privacy; and

(f) where applicable, the guidance and codes of practice issued by the UK Information Commissioner's Office (ICO) or any other supervisory authority (and the equivalent of any of the foregoing in any relevant jurisdiction). |
| DPA 1998 | the UK Data Protection Act 1998 |
| EEA | the European Economic Area including, for the purposes of this Addendum, the UK. |
| GDPR | Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). |
| Personnel | in relation to party, those of its employees, workers, agents, consultants, contractors, sub-contractors, representatives or other persons employed or engaged by that party on whatever terms. |
| Sub-processor | any entity (whether or not an Affiliate of the supplier, but excluding the supplier's Personnel) appointed by or on behalf of the supplier to process personal data on behalf of the customer under this Addendum. |
- 1.3 Clause, schedule and clause headings shall not affect the interpretation of this Addendum.
- 1.4 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality). A reference to a company shall include any **company**, corporation or other body corporate, wherever and however incorporated or established.

- 1.5 Unless the context otherwise requires, any reference to a **party** shall be deemed to include that party's Affiliates and where an obligation is imposed on a party under this Addendum, it will be required to procure compliance with such obligation by that party's Affiliates where appropriate.
- 1.6 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular and a reference to one gender shall include a reference to the other genders.
- 1.7 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time and shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 1.8 Unless the context otherwise requires, a reference to writing or written includes email but not fax.
- 1.9 Any words following the terms **including, include, in particular** or **for example** or any similar phrase shall be construed as illustrative and shall not limit the generality of the related general words.
- 1.10 In the event of any ambiguity or inconsistency between the terms of this Addendum (including its Schedules) and the terms of the contract, the terms of this Addendum shall take precedence.

2. Roles and responsibilities

- 2.1 The parties hereby record their intention that, for the purposes of the Data Protection Legislation, the customer shall be the controller and the supplier shall be the processor.
- 2.2 Schedule 1 sets out the scope and purpose of the processing of personal data by the supplier in respect of the work, the duration of the processing and the types of personal data and categories of data subject concerned.

3. Compliance with data protection legislation

- 3.1 Each party shall comply with all applicable requirements of the Data Protection Legislation. This clause 3.1 is in addition to, and does not relieve any party from complying with, a party's obligations under the Data Protection Legislation.
- 3.2 Without prejudice to the generality of clause 3.1, the customer will ensure that it has all necessary appropriate consents and notices in place to enable the lawful transfer to and processing of the personal data by the supplier in connection with the performance by the supplier of its obligations under the contract and this Addendum. To the extent within the customer's control having regard to the supplier's obligations under this Addendum, the customer shall be solely responsible for the accuracy and quality of the personal data processed by the supplier under this Addendum.
- 3.3 The supplier shall immediately inform the customer if, in its opinion, an instruction infringes the GDPR or any implementing, replacement or successor legislation in the UK.

4. Processing of personal data by the supplier

- 4.1 The supplier shall only process personal data:

- 4.1.1. for the purposes expressly specified in a contract;

- 4.1.2. for any purposes specified in Schedule 1; and

- 4.1.3. otherwise in accordance with the customer's documented instructions as given by an Authorised Person,

unless the supplier is required by any applicable law to which the supplier is subject, to process personal data for any other purposes (in which case the supplier shall, to the extent permitted by such applicable law, inform the customer of such legal requirement before undertaking such processing).

- 4.2 The customer shall ensure that any Authorised Person is fully aware of the terms of the contract and this Addendum such that the supplier shall be entitled to assume that any instruction given by any Authorised Person to the supplier under clause 4.1 shall be given with the customer's full authority. The customer further acknowledges and agrees that the supplier shall not be under any duty to investigate the completeness, accuracy or sufficiency of any instructions given to it by any Authorised Person.

5. Supplier's personnel

- 5.1 The supplier shall take commercially reasonable steps to ensure the reliability of those of its Personnel who may have access to any personal data.
- 5.2 The supplier shall ensure that each Authorised Person and those of its other Personnel authorised by the supplier to process personal data under this Addendum:
- 5.2.1. are aware of the confidential nature of the personal data;
 - 5.2.2. are bound by obligations of confidentiality by virtue of a written agreement between the supplier and such persons; and
 - 5.2.3. have received appropriate training on the handling of personal data and on their responsibilities in relation to the processing of personal data.
- 5.3. The supplier shall implement appropriate technical and organisational measures to ensure that those of its Personnel only have access to such part or parts of the personal data as is strictly necessary for the performance of their duties and obligations.

6. Security of the processing

- 6.1. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing as well as the risk of varying likelihood and severity for the rights and freedoms of the data subjects the supplier shall, in relation to the processing of personal data under the contract and this Addendum, implement appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1) of the GDPR.
- 6.2 In assessing the appropriate level of security, the supplier shall take into account any risks that are presented by the processing, in particular, from a personal data breach.

7. Sub-processors

- 7.1 The customer hereby authorises the supplier to appoint the Sub-processors listed in Schedule 2 (Approved Sub-processors).
- 7.2 With respect to each Sub-processor appointed by the supplier, the supplier shall:
- 7.2.1. undertake appropriate due diligence prior to the processing of personal data by such Sub-processor to ensure that it is capable of providing the level of protection for personal data required by this Addendum;
 - 7.2.2. enter into a written agreement with the Sub-processor incorporating terms which are substantially similar (and no less onerous) than those set out in this Addendum and which meets the requirements stipulated in article 28(3) of the GDPR; and
 - 7.2.3. as between the customer and the supplier, remain fully liable to the customer for all acts or omissions of such Sub-processor as though they were its own.
- 7.3 To the extent that the supplier has already appointed any Sub-processors prior to the processing of any personal data under this Addendum, the supplier shall ensure that its obligations under clause 7.2 are met as soon as practicable.
- 7.4 Where the supplier proposes any changes concerning the addition or replacement of any Approved Sub-processor, it shall notify the customer in writing as soon as reasonably practicable prior to implementing such change specifying:
- 7.4.1 the name of any Sub-processor which it proposes to add or replace;
 - 7.4.2 the processing activity or activities affected by the proposed change;
 - 7.4.3 the reasons for the proposed change; and
 - 7.4.4 the proposed date for implementation of the change.

8. Rights of data subjects

- 8.1. Taking into account the nature of the processing, the supplier shall assist the customer by implementing appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the customer's obligation to respond to requests for exercising the data subject's rights under the Data Protection Legislation.
- 8.2. The supplier shall:
- 8.2.1. promptly and in any case within one (1) Business Day notify the customer if it (or any of its Sub-processors) receives a request from a data subject under the Data Protection Legislation in respect of any personal data processed by the supplier under the terms of the contract and this Addendum; and
- 8.2.2. give to the customer (at the customer's reasonable cost and expense) its full co-operation and assistance in relation to any request made by a data subject to have access to their personal data.

9. Notification of personal data breaches

- 9.1. The supplier shall notify the customer without undue delay after becoming aware of any personal data breach affecting the personal data processed by the supplier under this Addendum, providing sufficient information to enable the customer to evaluate the impact of such personal data breach and to meet any obligations on the customer to report the personal data breach to a supervisory authority and/or notify the affected data subjects in accordance with the Data Protection Legislation.
- 9.2. The supplier shall provide the customer with such assistance as the customer may reasonably request and take such reasonable commercial steps as the customer may request in order to evaluate, investigate, mitigate and remediate any personal data breach (including, where applicable, communicating any personal data breach to affected data subjects).

10. Data protection impact assessments and prior consultation

The supplier shall provide the customer with such assistance as the customer may reasonably request (at the customer's reasonable cost and expense) with any data protection (or privacy) impact assessments and prior consultation with any supervisory authority or other competent authorities which the customer considers necessary pursuant to Articles 35 and 36 of the GDPR respectively. The supplier's assistance shall, in each case, be limited to the processing of personal data under the contract and this Addendum.

11. Obligations upon expiry or termination of the contract

- 11.1. Notwithstanding the supplier's obligations under the contract following its expiry or termination, the supplier shall promptly at the customer's option (given by any Authorised Person) either delete or return (in such format and on such media or by such means as the parties shall agree in writing) all copies of the personal data processed by the supplier and/or its Sub-processors on behalf of the customer under this Addendum.
- 11.2. The supplier (and those of its Sub-processors, as appropriate) may retain a copy of the personal data processed by it under this Addendum to the extent required by any applicable law to which the supplier (or any Sub-processor) is subject and only for such period as shall be required by such applicable law. Where applicable, the supplier shall notify the customer of such requirement and shall ensure that such personal data are kept confidential and not processed for any other purpose.
- 11.3. The customer may require the supplier to provide a written certificate confirming that it has complied with its obligations under this clause 11.

12. Record-keeping requirements and audit rights

- 12.1. The supplier shall maintain a record of all categories of processing activities carried out by it on behalf of the customer under this Addendum in accordance with Data Protection Legislation (**Processing Records**).
- 12.2. The supplier shall permit the customer, any Authorised Person or any other auditor mandated by the customer, on reasonable notice and during the supplier's normal business hours (but without notice, in the case of any reasonably suspected breach of this clause 12) to:
- 12.2.1. gain access to, and take copies of, the Processing Records and any other information held at the supplier's premises; and
- 12.2.2. inspect all Processing Records, documents and electronic data and the supplier's systems, facilities and equipment,

for the purpose of auditing and certifying the supplier's compliance with its obligations under this Addendum. Such audit rights may be exercised only once in any calendar year during the term of the contract.

12.3. The supplier shall give all necessary assistance to the conduct of any audits under clause 12.2.

12.4. The supplier further agrees that it shall provide the customer with such assistance as it may reasonably request (at the customer's reasonable cost and expense) in connection with any compulsory or voluntary audit or inspection by a supervisory authority or other competent authority.

13. Transfers of personal data outside of the EEA

13.1. For the purposes of this clause 13, the transfer of any personal data shall include:

13.1.1. storing personal data on servers located or co-located outside the EEA;

13.1.2. appointing any Sub-processor which is located outside the EEA (in accordance with clause 7; or

13.1.3. granting access rights to any of the supplier's Personnel who are located outside the EEA.

13.2. The supplier shall not transfer any personal data processed under this Addendum outside of the EEA except with the customer's prior written consent and provided that the customer is satisfied that the following conditions have been met:

13.2.1. the customer, the supplier and/or any Sub-processor (as appropriate) has provided appropriate safeguards in relation to the transfer;

13.2.2. the data subject has enforceable rights and effective legal remedies in relation to the processing of personal data relating to them; and

13.2.3. the supplier and/or Sub-processor (as appropriate) complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that are transferred.

14. Standard clauses and certification schemes

If at any time the European Commission or any supervisory authority shall adopt any controller-to-processor standard clauses or similar terms forming part of an applicable certification scheme, either party may request that this Addendum shall be reviewed with a view to adopting the same (in whole or in part).

Schedule 1 – Summary of the processing activities

1. Processing by the supplier

a. Scope of the processing

The supplier will store and process data for the provision of direct marketing, digital marketing, document management, digital printing and fulfilment services to the customer.

Purpose of the processing – processing activities may include:

- integration of the customer's management systems
- the secure transfer of data and documents from the customer to the supplier
- data cleansing, validation, merging, deduplication, enhancement, profiling, batching, sorting including automation of these processes
- to identify and suppress records which are included in the following suppression lists including the Mail Preference Service, Telephone Preference Service, Mortascan, The Bereavement Register, and any other suppression files which the supplier and the customer will specify
- Output of personalised document and messages
- Digital printing and fulfilment of documents and marketing communications
- In production quality control measures to reconcile and audit personalised documents and messages

The delivery of mail, packages, parcels and digital messages via 3rd party distributors

a. Duration of the processing

Unless otherwise agreed in writing, it is the supplier's policy to retain personal and sensitive data during the processing of live jobs and for a period of one month following the completion of a job, following personal and sensitive data will be removed from our IT systems or printed materials containing personal data will be shredded.

2. Types of personal and sensitive data

The types of personal data to be processed by the Supplier in the course of providing the services may include the following:

- Marketing data
- Electoral data
- Financial data relating to bill, statements of account, and payment details
- Healthcare patient data including children's data and sensitive data
- Personal and sensitive documents
- Membership data
- Trade union and political membership data
- Educational data and documents, including data regarding children
- Insurance policy data
- Citizen data
- Contract data

3. Categories of data subject

The categories of data subject in respect of which the Supplier shall process personal data may include the following:

- Voters
- Children
- Patients
- Account holders
- Members of organisations
- Trade Union and Political Party members
- Citizens
- Policy Holders
- Customers
- Marketing prospect lists

Schedule 2 – Approved Sub-processors

The customer agrees that the supplier may sub-contract certain of its obligations under this Addendum to the following Sub-processors:

Name of Sub-processor	Registered office address	Sub-contracted activities
Paperpost	Barton End Barn Barton End Horsley Stroud GL6 0QF UK +44(0)1453 488015 info@paperpost.co.uk	Hybrid mail services
W8 Data	Unit 10 Hedge End Business Centre Botley Road Hedge End Southampton SO30 2AU	The provision of data cleansing and suppression management services.
Critical Mail Continuity Services Limited	Tower Close Huntingdon Cambridgeshire PE29 7YD	The provision of business continuity and disaster recovery services including data processing, digital printing, fulfilment and dispatch.
RPOWERED	Rosehill House, Bosinver Lane, Polgooth, St. Austell, Cornwall, England, PL26 7BA	The provision of Digital Document Archiving, email delivery, related secure hosting and web services