

Data Protection Service Levels

A Summary of What We Offer

Our 'Full' Data Protection Officer (DPO) Service - An annual subscription comprising of:

- Access to our online Data Protection Portal
- Annual audit - on site or remote
- Annual online role-specific GDPR and Cyber Security training
- Option for on-site face to face training (Subject to booking and availability)
- Telephone support*
- Monitored email support^
- Data processor compliance checks
- Breach and subject access request support
- Support for producing bespoke and relevant Data Protection documents including policies, privacy notices and DPIAs.

Our 'Core' Data Protection Officer (DPO) Service - An annual subscription comprising of:

- Access to our online Data Protection Portal
- Biennial audit - on site or remote
- Annual online role-specific GDPR and Cyber Security training
- Telephone support*
- Monitored email support^
- Data processor compliance checks
- Breach and subject access request support
- Access to Data Protection document templates including policies, privacy notices and DPIAs - via our online portal.

Our 'Remote' Data Protection Service - An annual subscription to comprising of:

- Access to our online Data Protection Portal
- Annual online role-specific GDPR and Cyber Security training
- Breach and subject access request advice
- Access to relevant Data Protection document templates including policies, privacy notices and DPIAs -via our online portal.

*** Telephone support: 9:00 A.M. to 4:00 P.M. Monday – Friday**

-Best efforts will be made to answer calls during working hours. If this is not possible, there will be a backup answer phone service, and calls will be returned within one working day at the most.

-Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer/action the call, however there will be a backup answer phone service.

^Email support: Monitored 9:00 A.M. to 4:00 P.M. Monday – Friday

-Emails received outside of office hours will be collected; however, no action can be guaranteed until the next working day.

Service-related incidents and/or requests will be actioned within the following time frames:

-Breaches - 0-8 hours (during business hours)

-Subject Access Requests - within 72 hours from initial communication

-Other issues, queries and requests - within 3 working days.
