

Ofcom Standard Terms and Conditions of Contract for Services

1. Definitions and Interpretation

(1) In these terms and conditions of contract for services ("Conditions"):

"Anti-Bribery and Corruption Module" means Ofcom's anti-bribery and corruption e-learning module;

"Background" means IP not created in the course of work under this Contract;

"Business Day" means any day of the week which is not a Saturday, Sunday or any bank holiday in the United Kingdom;

"Confidential Information" means all information in whatever form obtained by the Contractor from Ofcom relating to and connected with the Contract and the Services, including but not limited to the Contract itself and the provisions of the Contract;

the "Contract" means the main body of the contract and includes the Contract Price, Specification of Service and the Contractor Proposal as annexed to the main body of the contract;

"Contract Number" means the reference number on the front page of the main body of the Contract, if applicable;

the "Contractor" means the person who agrees to supply the Services and includes any person to whom all or part of the Contractor's obligations are assigned pursuant to Condition 3;

"Contractor Foreground" means that part of the Foreground which is not Ofcom Foreground;

"the Contract Price" means the price agreed in respect of the Services, excluding expenses and any Value Added Tax set out in the main body of the Contract or otherwise in writing by Ofcom;

"Contractor Personnel" means all directors, officers, employees, agents, consultants and contractors of the Contractor and/or of any sub-contractor engaged in the performance of its obligations under this Contract;

"Controller", "Processor", "Data Subject", "Personal Data Breach", "Data Protection Officer" has the meaning given in the Data Protection Act 2018;

"Data Protection Legislation" means, for the periods for which they are in force, the Data Protection Act 2018, the General Data Protection Regulation (EU) 2016/679 or otherwise relating to data protection, including the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003) and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner, in each case as amended or substituted from time to time;

"Deliverable" means the or (as the case may be) each item deliverable to Ofcom under this Contract together with any information and any computer software necessary to access a Deliverable;

"Deliverable Contractor Background" means Background owned by the Contractor and incorporated in a Deliverable or required to Use a Deliverable;

"Foreground" means all IP created in the course of work under this Contract;

"IP" means intellectual property and comprises inventions, models, prototypes and other articles, know-how, information, trade secrets, designs, reports and other written material, drawings, semiconductor mask works, database material, computer software and associated documentation and information;

"IPR" means intellectual property rights and comprises legal protection for and rights in IP under laws relating to patents, petty patents design rights (whether registrable or not) trademarks, service marks, copyright, database right and semi-conductor chip protection, semi-conductor topography right, together with other legal rights associated therewith arising under common law, trade secret law and competition

law in any country, including but not limited to, the United Kingdom;

“Liability” means costs, claims, demands, liabilities, expenses, damages or losses (including any direct or indirect financial loss, loss of profit, loss of reputation and all interest, penalties and legal and other professional costs and expenses);

“Ofcom” means the Office of Communications established by the Office of Communications Act 2002;

“Ofcom Background” means Background owned by Ofcom;

“Ofcom Foreground” means all Foreground other than intellectual ideas, methodologies, designs, know-how and computer software provided that these are not specified to be a Deliverable;

“Ofcom Premises” means any land or buildings or premises owned or occupied by Ofcom;

“Ofcom Property” means anything issued or otherwise furnished in connection with the Contract by or on behalf of Ofcom, including but not limited to information, schedules, documents, papers and other materials provided in whatever form;

“Ofcom Purposes” means each and every purpose for which Ofcom was established as amended from time to time to enable Ofcom to carry out additional responsibilities assigned to it;

“Personal Data” means the personal data (as defined in the Data Protection Legislation) which relates to or originates from Ofcom, or any of Ofcom’s employees, contractors or customers and which is processed by or on behalf of the Contractor under this Agreement;

“Relevant Claim” means a claim against, or notification of an intention to make a claim against, either the Contractor or Ofcom which may reasonably be considered as likely to give rise to a liability under the indemnity in Condition 25.8;

the “Services” means the services to be supplied under the Contract;

“Third Party Background” means Background not owned by Ofcom or the Contractor;

“Specified Purpose” means for the purpose of providing the Services as set out in this Contract and as more specifically detailed in Schedule 1;

“Sub-processor” means any third party appointed to process Personal Data on behalf of the Contractor related to this Contract;

“Use” means use, sub licence, transfer, exploit, transfer physically, disclose to the public free of charge and without time limit.

(2) The interpretation and construction of the Contract shall be subject to the following provisions:

- (a) a reference to any statute, enactment, order, regulation or similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as subsequently amended or re-enacted;
- (b) the headings in these Conditions are for ease of reference only and shall not affect the interpretation or construction of the Contract;
- (c) references to “person”, where the context allows, includes an individual, firm, company corporation or an unincorporated association;
- (d) a reference to writing or written does not include fax or email.

2. Acts by Ofcom

(1) Any decision, act or thing which Ofcom is required or authorised to take or do under the Contract may be taken or done by any person so authorised, either generally or specifically, by Ofcom.

(2) Nothing in this Contract shall have the effect of making the Contractor the agent or employee of Ofcom.

3. Assignment and Sub-contracting

(1) The Contractor shall not give, bargain, sell, deal, mortgage, charge, declare a trust over transfer, assign, sub-contract or otherwise dispose of the Contract or any part thereof (or purport to do any of the foregoing) without the previous agreement in writing of Ofcom.

(2) The Contractor shall not use the services of self-employed individuals in connection with

the Contract without the previous agreement in writing of Ofcom.

(3) Subject to Conditions 3(1) and 3(2) if the Contractor uses a sub-contractor for the purpose of performing the Services or any part of it, the Contractor shall include in the relevant contract:

- (a) a provision which requires the Contractor to pay for those goods or services within 30 days of the Contractor receiving a correct invoice from the sub-contractor; and
- (b) provisions having the same effect as Condition 6.

(4) The Contractor shall be responsible for the acts and omissions of any sub-contractors as if they were its own.

(5) Ofcom may at any time give, bargain, sell, deal, mortgage, charge, declare a trust over transfer, assign, sub-contract or deal in any other manner with any or all of its rights under this Contract.

4. Ofcom Property

(1) All Ofcom Property shall remain the property of Ofcom and shall be provided and used by the Contractor solely for the purpose of performing its obligations under the Contract and for no other purpose whatsoever except with the prior agreement in writing of Ofcom.

(2) All Ofcom Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless he notifies Ofcom to the contrary within 14 days or such other time as is specified in the Contract.

(3) The Contractor undertakes to return any and all Ofcom Property upon the Contract ending (howsoever terminated) or on any earlier request by Ofcom.

(4) The Contractor shall, except as otherwise provided for in the Contract, repair or replace or, at the option of Ofcom, pay compensation for all loss, destruction or damage occurring to any Ofcom Property caused by the acts or omissions of the Contractor, or by its employees, agents or sub-contractors, whether or not arising from their performance of the Contract and wherever occurring

(5) Condition 4(4) shall not apply where the Contractor is able to show that any such loss, destruction or damage was not caused or contributed to by its negligence or default or the neglect or default of its employees, agents, or sub-contractors.

5. Severability

If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Contract.

6. Confidentiality

(1) The Contractor agrees not to disclose any Confidential Information to any third party without the prior written consent of Ofcom. To the extent that it is necessary for the Contractor to disclose Confidential Information to its personnel, agents and sub-contractors, the Contractor shall ensure that such personnel, agents and sub-contractors are subject to the same obligations as the Contractor in respect of all Confidential Information.

(2) Condition 6(1) shall not apply to information which:

- (a) is or becomes public knowledge (otherwise than by breach of the Contract or these Conditions);
- (b) is in the possession of the Contractor, without restriction as to its disclosure, before receiving it from Ofcom;
- (c) is required by law to be disclosed.

(3) The obligations contained in this Condition shall continue to apply for a period of five years after the expiry or termination of the Contract.

(4) The Contractor shall not handle or examine or use or remove from Ofcom's Premises any Ofcom Property or any other document or thing which relates to Ofcom's functions or activities without the prior written consent of Ofcom.

(5) Except with the prior consent in writing of Ofcom, the Contractor shall not make use of the Contract or any Confidential Information otherwise than for the purposes of carrying out the Services.

(6) All Confidential Information shall be the property of Ofcom and on termination of the Contract or at Ofcom's request at any time, the Contractor shall:

- (a) hand back all Confidential Information to Ofcom;
- (b) irretrievably delete any Confidential Information stored on its computer systems (to the extent possible);
- (c) require its personnel, agents and/or sub-contractors to irretrievably delete any Confidential Information stored on any magnetic or optical disk or memory, personal computer networks, personal e-mail accounts or personal accounts on website, and all matter derived from such sources which is in their possession (to the extent possible); and
- (d) provide a signed statement that it has complied fully with its obligations under this Condition 6(6).

7. Amendments and Variations

No amendment or variation to the terms of the Contract shall be valid unless previously agreed in writing between Ofcom and the Contractor.

8. Invoices and Payment

(1) The Contractor shall submit invoices at times or intervals specified by Ofcom in the main body of the Contract or otherwise. The Contractor shall ensure that any invoice it submits sets out the Ofcom purchase order number, Contract Number, if applicable, the Contract Price and, where not all of the Services have been completed, the relevant part of the Contract Price with an appropriate breakdown of time worked, the part of the Services completed (if all the Services have not been completed) and period to which the invoice relates, its confirmation that the Services (or relevant part of the Services referred to on the invoice) have been fully performed and any additional supporting documentation that Ofcom reasonably require.

(2) In consideration for the provision of the Services by the Contractor, Ofcom shall pay the

Contract Price after receiving a correctly submitted invoice as set out in Condition 8(1). Such payment shall normally be made within 30 days of receipt of the correctly submitted invoice. Payment shall be made to the bank account nominated in writing by the Contractor.

(3) The Contractor shall not be entitled to charge for the provision of any services that are not part of the Services agreed within the Contract, unless the Contract has been properly varied in advance in accordance with Condition 8.

(4) Ofcom may reduce, set-off, deduct or withhold payment in respect of any Services that the Contractor has either failed to provide or has provided inadequately, without prejudice to any other rights or remedies of Ofcom.

(5) All invoices must be sent to via email to payables@ofcom.org.uk. If sending a paper invoice it must be sent to Finance Operations, Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA.

9. Accounts

(1) The Contractor shall keep full and proper accounts, records and vouchers relating to all expenditure reimbursed by Ofcom and all payments made by Ofcom in respect of the Services.

(2) The Contractor shall permit Ofcom by its officers, employees, agents, advisers, independent auditor or other person duly authorised by Ofcom on request and at all reasonable times to examine all accounts, records and vouchers at the offices of the Contractor or at such other places as Ofcom shall direct, and to take copies of such accounts, records and vouchers and the Contractor shall provide Ofcom or its independent auditor with such explanations relating to that expenditure as Ofcom may request.

(3) The Contractor shall ensure that the said accounts, records and vouchers are available for a period of two years after termination or expiry of the Contract.

10. Recovery of Sums Due

(1) Whenever under the Contract any sum of money shall be recoverable from or payable by the

Contractor, such sum may be deducted from any amount then due from Ofcom, or which at any time thereafter may become due, to the Contractor under the Contract or any other agreement or arrangement with Ofcom.

(2) Any over-payment by Ofcom to the Contractor whether in respect of the Contract Price or Value Added Tax shall be a sum of money recoverable from the Contractor pursuant to Condition 10(1) above or otherwise.

11. Value Added Tax

(1) Ofcom shall pay to the Contractor, in addition to the Contract Price, a sum equal to any Value Added Tax chargeable on the value of the Services in accordance with the Contract.

(2) The Contractor shall, if so requested by Ofcom, furnish such information as may reasonably be required by Ofcom relating to the amount of Value Added Tax chargeable on the Services.

12. Provision of the Services

(1) The Contractor shall provide the Services in accordance with and as specified in the Contract to the satisfaction of Ofcom. Ofcom shall have the power to inspect and examine the performance of the Services on Ofcom's premises and at the Contractor's premises at any reasonable time or, provided that Ofcom gives reasonable notice to the Contractor, at any other premises where any part of the Services is being performed.

(2) If Ofcom informs the Contractor that Ofcom considers all or any part of the Services to be inadequate or in any way differing from the Services required under the Contract, and this is other than as a result of default or negligence on the part of Ofcom, then the Contractor shall at its own expense re-schedule and re-perform the Services correctly within such reasonable time as may be specified by Ofcom.

(3) If the performance of the Contract by the Contractor is delayed by reason of any act on the part of Ofcom or by industrial dispute (other than by an industrial dispute occurring within the Contractor's or its sub-contractor's organisations) or any other cause which the Contractor could not have prevented because they were events beyond its reasonable control then the Contractor shall be allowed a reasonable extension of time for

completion to be determined by Ofcom. For the purposes of this Condition, the Contractor will be deemed to have been able to prevent causes of delay that are within the reasonable control of the Contractor's personnel, agents and sub-contractors.

(4) Where stated in the Contract timely provision of the Services shall be of the essence of the Contract, including in relation to commencing the provision of the Services within the time agreed or on a date specified by Ofcom. If the Contractor fails to meet any deadlines, then (without prejudice to Ofcom's right to terminate this Contract and any other rights it may have), Ofcom may:

- (a) refuse to accept any subsequent performance of the Services of the Contractor which the Contractor attempts to make;
- (b) purchase substitute services from elsewhere and reclaim from the Contractor any additional costs incurred as a result of procuring such services from a third party instead of the Contractor;
- (c) hold the Contractor accountable for any loss and additional costs incurred; and
- (d) have any sums previously paid by Ofcom to the Contractor in respect of the affected Services refunded by the Contractor.

(5) The Contractor warrants that it shall provide the Services with all due skill, care and diligence, and in accordance with good industry practice.

(6) The Contractor shall ensure that all goods, materials, standards and techniques in providing the Services are of the best quality and are free from defects in workmanship, installation and design.

(7) The Contractor shall co-operate with Ofcom in all matters relating to the Services, and comply with Ofcom's instructions.

(8) The Contractor shall observe all health and safety rules and regulations and any other reasonable security requirements that apply at any of Ofcom's premises from time to time to the extent that such requirements have been

communicated to the Contractor in advance of admission to any of Ofcom's premises.

(9) Without prejudice to the provisions of Condition 10, the Contractor shall reimburse Ofcom for all reasonable costs incurred by Ofcom which have arisen as a direct consequence of the Contractor's failure or delay in the performance of the Contract (which the Contractor had failed to remedy after being given reasonable notice by Ofcom), provided always that Ofcom shall take all reasonable steps to minimise the need to incur such costs.

(10) The decision of Ofcom regarding anything in Conditions 12(1)-(4) shall be final, binding and conclusive.

13. Progress Report

(1) Where formal progress reports are required by Ofcom, the Contractor shall render such reports at such time and in such form as may be specified by Ofcom.

(2) The submission and acceptance of progress reports shall not prejudice any rights of Ofcom under the Contract.

14. Contractor's Personnel

(1) Ofcom reserves the right to refuse to admit to Ofcom's Premises any person employed by the Contractor or its sub-contractors, whose admission would be undesirable in the opinion of Ofcom.

(2) If and when requested by Ofcom, the Contractor shall provide a list of the names and addresses of all persons who may at any time require admission in connection with the performance of the Services to Ofcom's Premises, specifying the capabilities in which each such person is concerned with the Contractor and giving such other particulars as Ofcom may require.

(3) If the Contractor fails to comply with Condition 14(2) and if Ofcom decides that such failure is prejudicial to its interests, then Ofcom may immediately terminate the Contract by notice in writing to the Contractor, provided that such termination shall be without prejudice to any accrued rights of, or to any rights that shall accrue thereafter to, Ofcom.

(4) The Contractor shall ensure that all Contractor Personnel involved in the provision of the Services have suitable skills and experience to enable them to perform the tasks assigned to them, and that such Contractor Personnel are in sufficient number to enable the Contractor to fulfil its obligations under this Contract.

15. Indemnities and Insurance

(1) The Contractor shall indemnify and hold Ofcom harmless on demand against the Contractor's breach of contract or duty (whether arising in negligence, tort, statute or otherwise and whether direct or indirect) or of its employees, agents or sub-contractors in respect of:

- (a) any losses incurred due to death or personal injury;
- (b) any loss, damage, destruction, injury or expense suffered by Ofcom (including but not limited to loss or destruction of or damage to Ofcom's Premises or Ofcom's Property, including data);
- (c) all claims, demands, proceedings, actions, damages, costs (including legal costs), losses, charges, expenses suffered by or brought against Ofcom including claims made by Ofcom's personnel or agents or by third parties; and
- (d) any other loss, destruction or damage, including but not limited to financial losses arising.

(2) The Contractor shall effect with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor in respect of the indemnities provided under the Contract, which in any event shall not be less than £1,000,000 per incident or series of related incidents, and shall at the request of Ofcom produce the relevant policy or policies together with receipt or other evidence of payment of the latest premium due thereunder.

(3) Nothing in these Conditions nor in any part of the Contract shall impose any liability on any member of the staff of Ofcom or its representatives in their personal capacity.

(4) The Contractor shall indemnify Ofcom against all claims, demands, proceedings, actions, damages, costs (including legal costs), losses,

charges, expenses and any other liabilities arising from or incurred by reason of:

- (a) any infringement or alleged infringement of any third party's Intellectual Property Rights used by or on behalf of the Contractor for the purpose of the Contract, provided that any such infringement or alleged infringement is not knowingly caused by, or contributed to, by any act of Ofcom;
- (b) any breach by the contractor of Condition 19 or Data Protection Legislation.

(5) Ofcom agrees to give the Contractor prompt notice in writing of any claim known to it that will be made or is threatened or is being brought against it in respect of the indemnities provided under these conditions, and take all reasonable steps to mitigate the amount of its loss and its consequent claim under such indemnities

(6) This Condition 15 shall survive termination of the Contract.

16. Limitation of liability

(1) Nothing in this Contract shall limit or exclude the liability of either party for:

- (a) death or person injury resulting from negligence, or the negligence of its personnel, agents or subcontractors; or
- (b) fraud or fraudulent misrepresentation; or
- (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) any other liability which cannot be limited or excluded by applicable law; or
- (d) the indemnities contained in Condition 15 and Condition 25(7); or]
- (e) the deliberate default or wilful misconduct of that party, its employees, agents or subcontractors.

(2) Ofcom's total liability arising under or in connection with this agreement, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise, shall be limited as follows:

- (a) for non-payment of invoices for Services purchased, to the amount unpaid; or

- (b) for any other type of liability, to a sum equal to five (5) times the total revenue paid by Ofcom under this Contract.

(3) Ofcom's rights under this Contract are in addition to, and not exclusive of, any rights or remedies provided by the common law.

17. Compliance with laws and policy

(1) In performing its obligations under this Contract, the Contractor shall and shall ensure that any permitted sub-contractors shall comply with:

- (a) all applicable laws, statutes and regulations from time to time in force, including but not limited to the Modern Slavery Act 2015; and
- (b) any anti-slavery policy adopted by Ofcom from to time.

(2) The Contractor shall notify Ofcom as soon as it becomes aware of:

- (a) any breach, or potential breach, of any anti-slavery policy adopted by Ofcom from to time; or
- (b) any actual or suspected slavery or human trafficking in a supply chain which has a connection with this Contract.

(3) The Contractor shall permit Ofcom, and any person nominated by it for this purpose, to have such access on demand to the Contractor's premises, personnel, systems, books and records as Ofcom may require to verify the Contractor's compliance with this Condition 17.

(4) Breach of this Condition 17 by the Contractor shall be deemed a material breach for the purpose of Condition 21.

18. Anti-bribery

(1) The Contractor shall:

- (a) comply with all applicable laws, statutes, regulations relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 and the US Foreign Corrupt Practices Act 1977 ("**Relevant Requirements**");
- (b) not engage in any activity, practice or conduct which would constitute an

- offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK;
- (c) have and shall maintain in place throughout the term of this agreement its own policies and procedures, including but not limited to adequate procedures under the Bribery Act 2010, to ensure compliance with the Relevant Requirements, and will enforce them where appropriate; and
 - (d) promptly report to the Customer any request or demand for any undue financial or other advantage of any kind received by the Contractor in connection with the performance of this Contract.

(2) The Contractor shall ensure that any person associated with the Contractor who is performing services in connection with this Contract and including, without limitation, employees, agents, subsidiaries, representatives and sub-contractors (“**Associated Persons**”) does so only on the basis of a written contract which imposes on and secures from such Associated Persons terms equivalent to those imposed on the Contractor in this Condition 18 (“**Relevant Terms**”). The Contractor shall be responsible for the observance and performance by such Associated Persons of the Relevant Terms, and shall be directly liable to Ofcom for any breach by such persons of any of the Relevant Terms.

(3) The Contractor warrants and represents that, in connection with this Contract, no financial or other advantage has been, will be or is agreed to be given to any person (whether working for or engaged by it or any third party) by or on behalf of the Contractor or any Associated Persons.

(4) The Contractor shall undertake and successfully complete the Anti-Bribery and Corruption Module within fourteen (14) days of the Contract coming into force. Ofcom shall provide the Contractor with access to the Anti-Bribery and Corruption Module as soon as reasonably practicable to enable the Contractor to comply with its obligation under this Condition.

(5) Breach of this Condition 18 shall be deemed a material breach under Condition 21.

19. Data Protection

(1) The parties acknowledge that for the purposes of Data Protection Legislation, Ofcom is

the Controller and the Contractor is the Processor of any Personal Data. Consequentially, the Parties acknowledge and agree that the Contractor’s obligations as set out in this Contract are to Ofcom as data controller.

(2) The Contractor shall and shall procure that the Contractor Personnel shall comply with all Data Protection Legislation in relation to any Personal Data processed by it and shall not put Ofcom in breach of Data Protection Legislation.

(3) Without limiting Conditions 19(1) and 19(2), the Contractor shall at all times (and shall ensure that at all times its staff):

(a) have in place appropriate technical and organisational measures against the unauthorised or unlawful processing of personal data comprised in the Personal Data and any other personal data provided to the Contractor by or on behalf of Ofcom and against accidental loss or destruction of, or damage to, such Personal Data including by:

- (i) taking reasonable steps to ensure the reliability of any personnel who have access to any Personal Data;
- (ii) ensuring that only authorised personnel have access to Personal Data and that any persons authorised to have access to Personal Data will respect and maintain all due confidentiality and be bound by appropriate duties of confidentiality;
- (iii) ensuring a level of security that reflects the level of harm, damage and/or distress that might be suffered by the data subject to whom the Personal Data relates in the event of a breach of the measures as set out herein,

and provide, on Ofcom’s request, a written description of the technical and organisational methods employed by the Contractor for processing of Personal Data (within the timescales reasonably required by Ofcom);

- (b) restore the Personal Data at its own expense if any Personal Data is lost or corrupted as a result of any act or omission of the Contractor or any of its sub-contractors and reimburse Ofcom in full in respect of any time and expenses incurred or accrued by Ofcom in restoring or assisting in the restoration of the Personal Data;
- (c) process the Personal Data only on behalf of Ofcom, only for the Specified Purpose and only in accordance with written instructions

received from Ofcom from time to time. The Contractor shall immediately notify Ofcom if the Contractor believes that any such instruction infringes any applicable law;

- (d) promptly notify Ofcom if it:
 - (i) receives from a Data Subject to whom Personal Data relates a request for, or notice of, the exercise of that person's rights under the Data Protection Legislation to access such Personal Data or prevent certain processing; or
 - (ii) receives any complaint from, or request for or notice of, any investigation or assessment by the Information Commissioner in respect of any processing of Personal Data (including, without limitation, any information, enforcement, assessment or monetary penalty notice, or any warning that such a notice may be issued), save to the extent that such notification is prohibited by the Data Protection Legislation or the Information Commissioner; or
 - (iii) receives any other communication relating directly or indirectly to the processing of any Personal Data in connection with this Contract; or
 - (iv) becomes aware of any actual or suspected, threatened or 'near miss' incident of unauthorised or unlawful processing, loss or destruction of, or damage to, the Personal Data;and together with such notice, provide to Ofcom a copy of any such request or notice and reasonable details of the circumstances giving rise to that request or notice or the unauthorised or unlawful processing, loss or destruction of, or damage to, the Personal Data (as the case may be);
- (e) promptly provide to Ofcom such information, co-operation and assistance as Ofcom may from time to time reasonably require to enable Ofcom to comply with its obligations under the Data Protection Legislation as a Data Controller in respect of any Personal Data (including, without limitation, to comply with any request or notice referred to at Condition 19(d)(i)); and
- (f) provide Ofcom and its representative(s) on reasonable notice, and the Information Commissioner on such notice as may be requested by the Information Commissioner in accordance with the Data Protection Legislation, with such access to its premises, personnel, systems and records (including,

without limitation, for the purposes of making copies of those records) as Ofcom and/or the Information Commissioner may reasonably require in order to inspect the Contractor and the Contractor's activities with respect to the processing of the Personal Data and audit its compliance with this Condition 1 and the Data Protection Legislation.

- (4) In addition to its obligations under Conditions 19(2) and 19(3), the Contractor undertakes to Ofcom that it shall:
 - (a) not allow any sub-contractors or other third parties to have access to, receive or process Personal Data without obtaining prior written consent from Ofcom (such consent to be at Ofcom's sole discretion);
 - (b) where Ofcom gives consent pursuant to Condition 19(4)(a), the Contractor shall ensure that each sub-contractor enters into a written agreement undertaking to the Contractor in equivalent terms to the undertakings contemplated to be given by the Contractor to Ofcom and described in this Condition 19;
 - (c) not and its sub-contractors shall not transfer any Personal Data outside the European Economic Area:
 - (v) without obtaining prior written consent from Ofcom (such consent to be at Ofcom's sole discretion); and
 - (vi) only to the extent and for such time as the recipient of the Personal Data has in place a set of relevant Model Clauses signed with Ofcom;
 - (d) notify Ofcom without undue delay (and in any event, no later than two (2) Business Days) upon becoming aware of a personal data breach and promptly provide such information and assistance as is reasonably required by Ofcom in order for Ofcom to react and respond to that personal data breach in accordance with its obligations under, and within the timeframes specified by, the Data Protection Legislation;
 - (e) keep full and accurate records of all elements of its processing of the Personal Data; and
 - (f) upon termination or expiry of this Contract:
 - (vii) the Contractor shall as soon as reasonably practicable return or destroy (as directed in writing by Ofcom) all Personal Data, information, software, and other materials provided to it by Ofcom or in connection with this Contract; and

(viii) if Ofcom elects for destruction rather than return of the materials under Condition 19(4)(f)(i), the Contractor shall as soon as reasonably practicable ensure that all Personal Data is deleted from its systems,

(ix) and in each case, the Contractor shall provide written confirmation of compliance with Conditions 19(4)(f)(i) and (ii) to Ofcom no later than ten (10) Business Days following termination or expiry of this Contract.

(g) If the Contractor is required by any law, regulation, or government or regulatory body to retain any documents or materials that it would otherwise be required to return or destroy under Condition 19(4)(f), it shall notify Ofcom in writing of that retention, giving details of the documents or materials that it must retain. The Contractor shall not be in breach of Condition 19(4)(f) with respect to Personal Data in the retained documents or materials, but its obligations under this Contract shall continue to apply to such Personal Data.

(5) The Contractor shall remain fully liable for all acts or omissions of any sub-contractors appointed pursuant to Condition 19(4).

(6) The parties agree to take account of any guidance issued by the Information Commissioner's Office. Ofcom may on not less than 30 Business Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

(7) Each party shall promptly following the date of this Contract, inform the other of the name and contact details of its Data Protection Officer, or where such party does not have a Data Protection Officer, the nominated individual with responsibility for data protection.

20. Termination for Insolvency or Change of Control

(1) The Contractor shall notify Ofcom in writing immediately upon the occurrence of any of the following events:

(a) where the Contractor is an individual, if a petition is presented for his/her bankruptcy, or he/she makes any composition or arrangement with or for

the benefit of creditors, or makes any conveyance or assignment for the benefit of creditors, or if an administrator is appointed to manage his/her affairs; or

(b) where the Contractor is not an individual but is a firm or a number of persons acting together, if any event in Condition 20(1)(a) or (c) occurs in respect of any partner in the firms or any of those persons, or if a petition is presented for the Contractor to be wound up as an unregistered company; or

(c) where the Contractor is a company, if the company ceases or threatens to cease trading or if the company passes a resolution to wind up or takes any steps to place the company into administration (including filing of papers with a court of competent jurisdiction) or the court makes an administration order or a winding-up order, or the company makes a composition or arrangement with its creditors, or an administrative receiver, receiver or manager is appointed by a creditor or by the court over the whole or any part of its assets or undertaking, or possession is taken of any of its property under the terms of a floating charge;

(d) the Contractor undergoes a change of control, where "control" has the meaning given in section 416 of the Income and Corporation Taxes Act 1998.

(2) After receipt of the notice under Condition 20(1) or on earlier discovery by Ofcom of the occurrence of any of the events described in Condition 20(1), Ofcom may, by notice in writing to the Contractor, terminate the Contract with immediate effect without compensation to the Contractor and without any prejudice to any right or action or remedy which may accrue to Ofcom thereafter. Ofcom's right to terminate the Contract under Condition 20(1)(d) will exist until the end of a period of six months starting from receipt of the notice provided by the Contractor pursuant to Condition 20(1), or such other period as is agreed by the parties.

21. Termination for Breach of Contract

(1) If either party commits a material breach of the Contract which is either not capable of remedy, or, if it is capable of remedy, the party fails to remedy such breach within 28 days of being notified by the other party in writing to do so, that other party shall be entitled to terminate

the Contract with immediate effect by notice in writing to the party that committed the material breach and without prejudice to any other rights or remedies of either party in respect of the breach concerned or any other breach of the Contract.

(2) Termination of the Contract, howsoever caused, shall be without prejudice to any accrued rights or obligations of either party.

(3) Any provision of this Contract that expressly or by implication is intended to come into or continue in force on or after termination shall remain in full force and effect.

22. Cancellation

Ofcom shall be entitled to cancel the Contract, or to cancel the provision of any part of the Services at any time, by giving to the Contractor not less than 28 days' notice in writing to that effect without prejudice to any rights or remedies of the Contractor for breach of contract. Once it has given such notice, Ofcom may extend the period of notice at any time before it expires, subject to agreement on the level of Services to be provided by the Contractor during the period of extension.

23. Dispute Resolution

(1) Subject to specific provisions within the Contract which provide for the determination of disputes, the parties shall attempt in good faith to negotiate a settlement to any other dispute arising between them out of or in connection with the subject matter of the Contract.

(2) If the parties cannot resolve the dispute pursuant to Condition 23(1), either party may at any time serve written notice on the other stating that a dispute exists and setting out the matters in dispute and the dispute may then, by agreement between the parties, be referred to mediation pursuant to Condition 23(4).

(3) The performance of the Services shall not cease or be delayed by the reference of a dispute to mediation pursuant to Condition 23(2).

(4) If the parties agree to refer the dispute to mediation:

(a) in order to determine the person who shall mediate the dispute (the "Mediator") the parties shall by agreement choose a neutral adviser or

mediator within 30 days after agreeing to refer the dispute to mediation;

- (b) the parties shall within 14 days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the parties may at any stage seek assistance from the Centre for Effective Dispute Resolution to provide guidance on a suitable procedure;
- (c) unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the parties in any future proceedings;
- (d) if the parties reach agreement on the resolution of the dispute within 60 days of the Mediator being appointed, or such longer period as may be agreed between the parties, the agreement shall be reduced to writing and shall be binding on the parties once it is signed by both Ofcom and the Contractor;
- (e) failing agreement within 60 days of the Mediator being appointed, or such longer period as may be agreed between the parties, either of the parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both parties;

(5) If the parties do not agree to refer the dispute to mediation within 30 days of receipt of the notice described in Condition 23(2), or if, having agreed to refer the dispute to mediation the parties fail to reach agreement as to who shall mediate the dispute pursuant to Condition 23(4)(a) within 30 days of agreeing to refer the dispute to mediation or if they fail to reach agreement in the structured negotiations within 60 days of the Mediator being appointed or such longer period as may be agreed by the parties, then any dispute or difference between them may be referred to the courts.

24. Conflict of Interest

(1) The Contractor shall ensure that there is no conflict of interest as to be likely to prejudice

its independence and objectivity in performing the Services and complying with its obligations under the Contract and undertakes that upon becoming aware of any such conflict of interest during the performance of the Contract (whether the conflict existed before the award of the Contract or arises during its performance) it shall immediately notify Ofcom in writing of the same, giving particulars of its nature and the circumstances in which it exists or arises and shall furnish such further information as Ofcom may reasonably require.

(2) Where Ofcom is of the opinion that the conflict of interest notified to it under Condition 24(1) is capable of being avoided or removed, Ofcom may require the Contractor to take such steps as will, in its opinion, avoid, or as the case may be, remove the conflict and:

- (a) if the Contractor fails to comply with Ofcom requirements in this respect; or
- (b) if, in the opinion of Ofcom, compliance does not avoid or remove the conflict,

Ofcom may terminate the Contract immediately and recover from the Contractor the amount of any loss resulting from such termination.

(3) Notwithstanding Condition 24(2), where Ofcom is of the opinion that the conflict of interest which existed at the time of the award of the Contract could have been discovered with the application by the Contractor of due diligence and ought to have been disclosed as required by the tender documents pertaining to the granting of the Contract to the Contractor, Ofcom may terminate the Contract immediately for breach of a fundamental condition of the Contract and, without prejudice to any other rights, recover from the Contractor the amount of any loss resulting from such termination.

25. Intellectual Property Rights

(1) The Contractor with full title guarantee assigns to Ofcom absolutely all Ofcom Foreground, and grants Ofcom a royalty-free, irrevocable licence to Use the Contractor Foreground and Deliverable Contractor Background for Ofcom Purposes.

(2) IPR in reports, drawings and other documentation embodied in the statement of work or (as the case may be) each Deliverable shall vest in Ofcom.

(3) The Contractor shall not incorporate any Third-Party Background in any Deliverable without ensuring that Ofcom is free to Use it for Ofcom Purposes.

(4) Ofcom shall not acquire any rights in the Foreground other than as stated in this Condition 25.

(5) The Contractor warrants and undertakes as follows:

(a) that it has the right to enter into the Contract and is the sole, absolute and unencumbered legal and beneficial owner of the Contractor Foreground and Deliverable Contractor Background;

(b) promptly to pay all taxes, fees, licence duties, registration charges, insurance premiums and other outgoings in respect of the Deliverable Contractor Background or any part of any of them that are necessary for the upkeep of the IPR in the Deliverable Contractor Background;

(c) to obtain all necessary certificates, licences, permits and authorisations from time to time required for the protection of the IPR in the Deliverable Contractor Background; to do all in its power to protect and preserve the IPR in the Deliverable Contractor Background.

(6) Ofcom grants to the Contractor a royalty-free, revocable licence to Use the Ofcom Background only where necessary for performance of the Services hence on termination or expiry of the Contract this licence shall immediately cease.

(7) The Contractor agrees to indemnify and keep indemnified Ofcom from and against all Liability incurred by Ofcom arising out of or in connection with Contractor Foreground and Deliverable Contractor Background.

(8) If any third party makes a Relevant Claim either the Contractor or Ofcom shall:

(a) as soon as reasonably practicable give written notice of that matter to the other, specifying in reasonable detail the nature of the relevant claim;

(b) not make any admission of liability, agreement or compromise in relation to

the relevant claim without the prior written consent of the other (such consent not to be unreasonably withheld or delayed);

- (c) give the other and its professional advisers reasonable access to the premises and personnel of the other and to any relevant documents records, software within the power or control of the other so as to enable the other and its professional advisers to examine such documents and records, and to take copies at their own expense for the purpose of assessing the merits of the Relevant Claim.

- (9) For the avoidance of doubt the Contractor shall not acquire any right to Use the Ofcom Foreground.

26. Inadequacy of Damages

Without prejudice to any other rights or remedies that Ofcom may have, the Contractor acknowledges and agrees that damages alone would not be an adequate remedy for any breach of the terms of this Contract by the Contractor. Accordingly, Ofcom shall be entitled to the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this Contract.

27. Special Provisions

In the case of any conflict or inconsistency between these general Conditions and any specific conditions contained within the Contract, the latter shall prevail.

28. Equipment

If Ofcom reimburses the Contractor for the cost of any equipment, such equipment shall become the property of Ofcom, and the Contractor shall on request deliver such equipment to Ofcom. The Contractor shall keep an inventory of such equipment and shall deliver that inventory to Ofcom on request, and on completion of the Services.

29. Rights of Third Parties

It is not intended that the Contract, either expressly or by implication, confers any benefit on any person who is not a party to the Contract and

accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply.

30. Entire Agreement

(1) This Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

(2) Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Contract.

(3) Each party agrees that it shall have no claim for innocence or negligent misrepresentation based on any statement in this Contract.

(4) Save where the Contract provides otherwise, nothing in the Contract shall prejudice any condition or warranty (express or implied) or right or remedy to which Ofcom is entitled in relation to the Services under statute and/or common law.

31. No Partnership or Agency

(1) Nothing in this Contract is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.

(2) Each party confirms that it is acting on its own behalf and not for the benefit of any other person.

32. Freedom of Information Act 2000

Ofcom are obliged to meet their statutory obligations relating to the disclosure of information under the Freedom of Information Act 2000. All information provided to Ofcom under this Contract may need to be disclosed by Ofcom in response to a request for information under that Act. Therefore, nothing in this Contract prevents Ofcom from complying with its statutory obligations under that Act.

33. Law and Jurisdiction

The Contract shall be governed by and construed in accordance with English Law, and shall be

subject to the exclusive jurisdiction of the courts of England and Wales.

SCHEDULE 1

Data

This Schedule sets out the Specified Purpose, type of Personal Data processed under the Contract and the categories of data subject to which that Personal Data relates.

1.1 The subject matter of processing, duration and nature and purposes of processing are as follows:

Subject matter of the processing	[High level, short description of what the processing is about, i.e. its subject matter]
Duration of the processing	[Clearly set out the duration of the processing including dates]
Nature and purposes of the processing	[This should cover all intended purposes. Note that the nature of the processing means any operation such as collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultant, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc. The purpose might include, for example, employment processing, statutory obligation, recruitment assessment, etc.]

1.2 The Personal Data shall include the following class of personal data:

Criminal offences (including alleged offences)	
Criminal proceedings, outcomes and sentences	
Education and training details	
Educational records and examination results	
Employment details	
Family lifestyle and social circumstances	
Financial details	
Goods and/or services provided	
Personal / contact details	
Physical or mental health and condition	
Political opinions	
Racial or ethnic origin	
Religious or other beliefs of a similar nature	
Sexual life	
Trade union membership	
Others – please specify below	

1.3 The Personal Data shall concern the following categories of data subjects:

Advisers, consultants and other professional advisers and experts	
Agents and contractors	
Business or other contacts	
Complainants, correspondents and enquirers	
Customers and clients	
Donors and lenders	
Landlords or tenants	
Members, alumni or supporters	
Offenders and suspected offenders	
Patients	
Previous and prospective employers of the staff and referees	
Relatives, guardians, other family members and associates of the data subject	
Staff including volunteers, agents, temporary and casual workers	
Students	
Suppliers	
Others – please specify below	