



# Service Descriptions

Security | Privacy

## Table of contents

[Service Description \(Security\)](#) ↴

[Service Description \(Privacy\)](#) ↴

## Service Descriptions (Security Support and Services)

Recurring	Outcome	Platform Related Features and Standardized Templates*(3)	Services*
<b>Respond</b>			
Security posture review following security incidents	Recommendations for improvements	"Talk to us" Feature	Based on the respective package and the ISO 27001:2022/ TISAX® framework where an Information Security Management System (ISMS) exists for a Customer, the Customer may request support with recommendations for improvements provided following a security incident.
<b>Govern</b>			
Annual internal audit (Risks, Assets, Governance)	Protocol of internal Audit Recommendations for Action	"Talk to us" Feature	In line with the respective security framework (ISO 27001:2022, TISAX®) the Consultant will support the Customer in reviewing the standards and outlining evidence required to meet these standards.
Annual management review	Protocol of Management Review Recommendations for Action	"Talk to us" Feature	Based on the respective package, the Consultant will support the Customer with upcoming management review preparation in line with the standards of the respective security frameworks.
<b>Identify</b>			
Support in preparing for the annual external audit	Protocol of internal Audit Recommendations for Action	"Talk to us" Feature	Based on the respective package, the Consultant will support the Customer with upcoming audit preparation in line with the standards of the respective security frameworks.
Guidance on implementing recommendations	Recommendation for Action	"Talk to us" Feature	Based on the respective package, the Consultant will support the Customer and guide them through the actions required in relation to the Recommendation for Action provided in line with the standards of the respective security frameworks.
Project management for internal information security audit	Recommendation for Action	"Talk to us" Feature	Based on the respective package, the Consultant will support the Customer and guide them through the preparedness for the Audit in line with the standards of the respective security frameworks.
<b>Protect</b>			
Risk assessment & treatment support (technical, physical, administrative controls)	Risk Assessments	Risk Management Feature "Talk to us" Feature	Based on the respective package, the Customer will have access to the Risk Management Feature. The Customer may also contact the Consultant with clarification questions in relation to identification, classification or treatment of risks.

Assistance with creation and review of information security policies	Information Security Policies ISO 27001 / TISAX®	Policy Creator	Based on the respective package, the Customer will have access to Policy Templates from the Platform. The will have the function to edit these templates which includes approval process. The Customer may also contact the Consultant for support with identifying the relevant templates in line with the standards of the respective security frameworks.
Dedicated Professional Services Team	Dedicated Professional Services Team	"Talk to us" Feature	Based on the respective package, the Customer will have access to a Dedicated Professional Services Team.
Assistance with information security questionnaires	Protocol of Assessment	"Talk to us" Feature	Based on the respective package, the Customer can request support with the review of the completed questionnaires in line with the standards of the respective security frameworks.
Access to regular meetings on information security topics	Scheduled Meetings	"Talk to us" Feature	Based on the respective package, the Customer can request support with the standards of the respective security frameworks.

<b>Recover</b>			
Incident management best practices	Recommendations for restorations	"Talk to us" Feature	Based on the respective package and the ISO 27001:2022/ TISAX® framework where an Information Security Management System (ISMS) exists for a Customer, the Customer may request support with recommendations for restorations provided following a security incident.

<b>Platform</b>			
Technical Support	Response to requests	"Talk to us" Feature	By request, the Customer may contact the Consultant for support with navigating and utilising the DataCo Platform.

## One Time

<b>ISMS Buildup/Certification Project (Initial Set Up)</b>			
ISMS Scope Identification	Protocol of Scope definition	"Talk to us" Feature	Based on the respective package and relevant security framework (ISO 27001:2022/TISAX®), the Customer may request support from the Consultant to define the scope for certification.
ISMS Implementation	Answer to the request Recommendation for Action	Talk to us Feature	<p>The information security Assessment is an initial assessment of the Customer's processing operations to start the initial generation of ISMS Documentation. The information provided by the Customer during the information security Assessment is used as a foundation to generate the ISMS.</p> <p>Based on the respective package, the Customer will receive support with ISMS implementation serves to minimise the customer's risks through the implementation of the ISMS and to implement appropriate controls.</p>

External Audit Preparation and Support	Recommendation for Action	Talk to us Feature	Based on the respective package, the Customer may request support from the Consultant with preparation for the external audit in line with the standards of the respective security frameworks.
Asset Management Set Up	Asset Register	"Talk to us" Feature	Based on the respective package in relation to ISO 27001:2022, the Customer may request support from the Consultant with clarification questions in relation to identification, classification and set up of assets on the DataCo Platform.

<b>Onboarding (Identify)</b>			
Gap Analysis	Protocol of Gap Analysis	"Talk to us" Feature	Based on the respective package in relation to ISO 27001:2022/ TISAX® framework, the Customer may request support from the Consultant in line with the standards and requirement for an ISMS. The Consultant will provide Recommendation for Actions.

\* (1) This is a non-exhaustive list of respective features and standardized templates as made available from time to time.

\* (2)

Recurring Services are based on the DataCo Platform and depending on the respective package:

- Bronze: Platform first approach (Default Template/ Feature for the Customer with basis support from DataCo). DataCo is providing Monitoring only.
- Silver: Platform first approach and additional Support for Customer by DataCo.
- Gold: Platform first approach and general Support for the Customer by DataCo in regard to Related Features and Standardized Templates."

\* (3) The DataCo InfoSec Support Services do not constitute legal advice.

# Service Descriptions (Privacy Support and Services)

## Recurring

	DataCo Platform - Related Features and Standardized Templates <sup>(1)</sup>	Services <sup>(2)</sup>
<b>Respond</b>		
Data breach support	Protocol of Assessment Data Subject Information& Answer Data Breach Notification Templates	DataCo supports the Customer in regard to data breach handling and notification as outlined in Art. 33 UK GDPR <sup>(3)</sup> , Art. 34 UK GDPR.
Data subject requests support	Protocol of Assessment	DataCo supports and advises the Customer in regard to rights of data subjects as outlined within Art. 15 to Art 20 UKGDPR.
Authorities requests support	Protocol of Assessment	DataCo supports and advises the Customer on the request received from the supervisory authority as outlined in Art. 31 UK GDPR and limited to the Jurisdiction(s) outlined in the Service Terms.

<b>Govern</b>		
Data processing agreement (DPA - <i>Check</i> )	Protocol of Assessment (DPA Report)	DataCo supports the Customer with reviewing contracts and written authorisations of the controller as outlined in Art. 28 UK GDPR.
Data processing agreement (DPA - <i>Create</i> )	DPA Template	DataCo supports the Customer with creating contracts and written authorisations of the controller as outlined Art. 28 UK GDPR.
Privacy Policy Creation and Review	Privacy Policy Document(s)	Where personal data relating to a data subject are collected, DataCo supports and advises the Customer on providing the data subject with all necessary information as outlined in Art. 13 UK GDPR and Art 14 UK GDPR.
International Data Transfer ( <i>per process</i> )	Protocol of Assessment [Transfer Document(s)] Intragroup Data Exchange Agreement Transfer Impact Assessment	DataCo supports and advises the Customer on the risks of the transfer of personal data to third countries or international organisations as outlined in Art. 45 - 47 UK GDPR.
Data Retention Schedule ( <i>per process identified in the RoPA</i> )	Data Retention Schedule Deletion and Erasure Concept	In light of Art. 17 UK GDPR, DataCo supports and advises the Customer in relation to duration of processing.  When personal data are no longer necessary in relation to the purpose for which they were collected, it must be deleted. DataCo supports the Customer with conceptualising a data retention schedule/ erasure concept(s) for software tool(s) of Customer's choice (e.g. Personio or MS Office), especially with evaluating, creating, or updating the erasure policy for data stored within this tool. This service pertains to software-based tools used by the Customer for the processing of personal data.
Joint Controller Agreement (JCA - <i>Check</i> )	Protocol of Assessment (JCA Report)	DataCo supports the Customer with reviewing contracts and written arrangements between joint controllers as outlined in Art. 26 UK GDPR.
Joint Controller Agreement (JCA - <i>Create</i> )	JCA Template	DataCo supports the Customer with creating contracts and written arrangements between joint controllers as outlined in Art. 26 UK GDPR.
Data Protection Impact Assessment (DPIA)	Protocol of Assessment (DPIA Document)	Where a type of processing is likely to result in a high risk to the rights and freedoms of natural persons, DataCo supports and advises the customer on carrying out an assessment of the impact of the envisaged processing operations on the protection of personal data as outlined in Art. 35 UK GDPR.

<b>Control</b>		
Yearly privacy check-in	Protocol of Assessment	The annual activity document is provided once a year. This document details the services DataCo performed in the previous 12 months to work towards compliance of the Customer with the data protection regulation (Art. 38 & Art 39 UK GDPR; E-Privacy Directive) and limited to the Jurisdiction(s) outlined in the Service Terms.

Privacy Questions	"Talk to us" Feature	Privacy Questions cover ad hoc clarification requests related to data protection regulation (UK GDPR, E-Privacy Directive <sup>(4)</sup> ) and limited to the Jurisdiction(s) outlined in the Service Terms. Where a Privacy topic relates to a defined service outlined above, this service will take precedence over the ad hoc Privacy Question.
Dedicated Professional Services Team	"Talk to us" Feature	This Service is based on respective packages only. This will comprise of a Lead Professional Services Consultant and supporting team, advising on data protection regulation (UK GDPR, E-Privacy Directive) and limited to the Jurisdiction(s) outlined in the Service Terms.
Regular meetings to monitor and steer project progress	Meeting Protocol	Privacy touchpoints provide much needed evaluations and progress reviews of data privacy recommendations provided by DataCo as per Assessment and/ or Gap Analysis to help ensure ongoing privacy compliance.
<b>Platform</b>		
Technical Support	"Talk to us" Feature	By request, the Customer may contact the Consultant for support with navigating and utilising the DataCo Platform.

## One Time

<b>Onboarding (Identify)</b>		
Gap Analysis + Recommendations	Initial Gap Analysis Questionnaire Inventory of relevant documents (in particular Policies, RoPA, TOM, Assets, Risk Assessments, Templates) Protocol of Assessment Recommendations for remediation	<p>DataCo facilitates the assessment of data protection processes and systems through a comprehensive <i>Gap Analysis</i>. The Gap Analysis shall be carried out in order to evaluate the current Privacy set-up of the Customer and to build a comprehensive System to work towards compliance of the Customer with the data protection regulation (UK GDPR, E-Privacy Directive).</p> <p>DataCo evaluates the findings from the Gap Analysis to identify weaknesses in data protection relation and classifies them based on their risk potential.</p> <p>The findings, identified weaknesses, and recommended privacy measures are meticulously documented in a comprehensive way. The Data Protection Gap Analysis serves as evidence of your current level of data protection and provides a robust foundation for planning future activities aimed at enhancing your data protection compliance in a risk-oriented and effective manner.</p> <p><i>Recommendations</i> will be the consolidated findings and corresponding actions from the Gap Analysis. DataCo supports on planning the implementation of the Recommendations in the Recurring Services, depending on the respective package.</p>
<b>Building Privacy Documentation (Identify + Govern)</b>		
Gap Analysis + Recommendations	Initial Gap Analysis Questionnaire Inventory of relevant documents (in particular Policies, RoPA, TOM, Assets, Risk Assessments, Templates) Protocol of Assessment Recommendations for remediation	<p>DataCo facilitates the assessment of data protection processes and systems through a comprehensive <i>Gap Analysis</i>. The Gap Analysis shall be carried out in order to evaluate the current Privacy set-up of the Customer and to build a comprehensive System to work towards compliance of the Customer with the data protection regulation (UK GDPR, E-Privacy Directive).</p> <p>DataCo evaluates the findings from the Gap Analysis to identify weaknesses in data protection relation and classifies them based on their risk potential.</p> <p>The findings, identified weaknesses, and recommended privacy measures are meticulously documented in a comprehensive way. The Data Protection Gap Analysis serves as evidence of your current level of data protection and provides a robust foundation for planning future activities aimed at enhancing your data protection compliance in a risk-oriented and effective manner.</p> <p><i>Recommendations</i> will be the consolidated findings and corresponding actions from the Gap Analysis. DataCo supports on planning the implementation of the Recommendations in the Recurring Services, depending on the respective package.</p>

Privacy Documentation (RoPA & TOM)	Assessment logs Records of Processing Activities (RoPA) Technical and Organizational Measures (TOM) Recommendations for remediation (related to RoPA & TOM)	<p>For the generation of the Privacy Documentation (as per below), DataCo is conducting an initial assessment of the Customer's processing operations. The information provided by the Customer during the data Privacy Assessment is used as a foundation to generate the Record of Processing Activities (RoPA) and Technical and Organisational measures (TOMs) for the protection of personal data, in cooperation with the Customer. Assessment logs of the answers are also generated.</p> <p>Output from the Privacy Assessment is the Privacy Documentation:</p> <ul style="list-style-type: none"><li>- Records of Processing Activities (RoPA) as outlined in Art. 30 UK GDPR</li><li>- Technical and Organizational Measures (TOM): Art. 32 UK GDPR</li><li>- Recommendations will be the consolidated findings and corresponding actions from the initial assessment.</li></ul>
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\*(1) This is a non-exhaustive list of respective features and standardized templates as made available from time to time.

\*(2) Services shall only be provided if DataCo is appointed DPO in a respective Jurisdiction, notification to Supervisory Data Protection Authority has been completed and onboarding documents have been provided by the Customer respectively.

Recurring Services are based on the DataCo Compliance Platform and depending on the respective package:

- Bronze: Platform first approach (Standardized Template/ Feature for the Customer with basis support from DataCo). DataCo is providing Monitoring only.

- Silver: Platform first approach and additional Support for Customer by DataCo in regard to Related Features and Standardized Templates.

- Gold: Platform first approach and general Support for the Customer by DataCo in regard to Related Features and Standardized Templates.

\*(3) Within this document, "UK GDPR" being EU General Data Protection Regulation 2016/679 ("GDPR") as retained into English law pursuant to the Data Protection, Privacy And Electronic Communications (Amendments Etc)(EU Exit) Regulations 2019 made on 28 February 2019 (as amended by the Data Protection, Privacy And Electronic Communications (Amendments Etc)(Eu Exit) Regulations 2020 laid on 14 October 2020), the Data Protection Act 2018

\*(4) Within this document, "E-Privacy Directive" refers to the Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications)