

## **PROCESSING INSTRUCTIONS**

### **Instructions**

The Customer hereby instructs Kinetic to carry out Processing of the Customer's Personal Data for the performance of Services, as per the Main Agreement.

If Kinetic entrusts the Processing of the Customer's Protected Data to Sub-Processors, the Service Provider is responsible for entering into written agreements with them. Kinetic is responsible for ensuring that the Customer's instructions are sent to any Sub-Processors.

#### **1.1 The nature and purpose of the Processing**

The nature and purpose of the Processing of Protected Data shall take place in accordance with the Main Agreement and with reference to the products detailed in Schedule 1 of the Main Agreement Kinetic will provide:

- The Services as defined in Schedule 3
- The Support services as defined in Schedule 4

#### **1.2 General description of the Processing**

The primary activity for processing will be that of the provision of Support and the Services. This includes assisting with the Customer queries and questions regarding the Licenced Applications that Kinetic have provided.

#### **1.3 Duration of the Processing**

The duration of these instructions will last as long as the Main Agreement is in force. This is an annual recurring contract that shall end/be ended in line with PART B of the Agreement.

Processing of Protected Data will cease once the processing is no longer required for the provision of the specific Support or the Services to which the Processing relates. For example, if Kinetic access the Customer's systems in connection with providing technical support then processing will cease once that access has ceased.

#### **1.4 Types of personal data**

The Protected Data includes Personal Data of the categories checked off below.

##### **Personal Data:**

- ✓ Title
- ✓ First Name
- ✓ Last Name
- ✓ Email Address
- ✓ Phone Number
- ✓ Address Information
- ✓ Date of Birth
- ✓ Gender
- ✓ Identifiable unique Numbers
- ✓ Identifiable Location Data
- ✓ Identifiable Physical Data
- ✓ Identifiable Mental Data
- ✓ Identifiable Economic Data



**Special Category Personal Data:**

- ✓ Racial or ethnic origin
- ✓ Genetic / Biometric Data

**1.5 Categories of data subjects**

Data regarding the following categories of data subjects (for example, citizens, pupils, recipients of cash benefits, etc.) are Processed:

- A) Conferencing Data – Users, Suppliers, Customers
- B) Catering Data – Users, Suppliers, Customers
- C) Residential Data – Users, Suppliers, Customers

