



Terms of Business: Bishop Consultancy UK Ltd

1. Service Engagement Services are provided by **Bishop Consultancy UK Ltd** on a monthly rolling basis. This includes, but is not limited to: IT consultancy, Cybersecurity consultancy, IT support, procurement of hardware, software, internet connectivity, VoIP services and cloud assets. Either party may terminate this agreement with **30 days' written notice**.

2. Data Protection & Processing (UK GDPR Article 28) Both parties agree to comply with the UK GDPR and Data Protection Act 2018. For the purposes of these services, Bishop Consultancy UK Ltd acts as a **Data Processor** on behalf of the Client (the Data Controller).

- **Scope:** We process personal data (e.g., employee names, work contact details, and technical metadata) solely to provide the agreed IT services.
- **Instructions:** We will only process data on your documented instructions, including those received via email.
- **Confidentiality:** All personnel authorized to process data are subject to strict confidentiality obligations.
- **Sub-Processors:** You provide general authorization for us to engage sub-processors necessary for service delivery, including **ForeSoft Corporation (TeamDesk)** for operational records and **Microsoft 365** for document storage and **Keeper Security** for secure credential storage. A full list is available upon request.
- **Data Rights:** We will assist you in fulfilling your obligations to respond to requests from individuals exercising their rights (e.g., Subject Access Requests).

3. Security Standards & Assurance We maintain technical and organizational measures appropriate to the risk, verified through our **Cyber Essentials** and **Cyber Assurance** certifications.

- **Encryption:** Client data is encrypted at rest (AES-256) and in transit (TLS 1.2+).
- **Access Control:** Multi-Factor Authentication (MFA) is enforced across all administrative systems.
- **Asset Tracking:** Client hardware and software assets purchased through us are recorded in our secure TeamDesk environment to ensure lifecycle security and patching compliance.

4. Data Retention & Deletion Upon termination of services, we will delete or return all client-controlled personal data within **90 days**, except where UK law (e.g., HMRC financial records) requires a longer retention period (typically 6 years).

5. Liability Our total liability for any claim arising from these services is limited to the total fees paid by the client in the 12 months preceding the claim.