

SERVICE ORDER: KASCADE SECURE AUDIT

1 KEY TERMS

EFFECTIVE DATE:	THIS SERVICE ORDER SHALL GO INTO EFFECT ON THE DATE THE SERVICE IS PROVISIONED AND ONBOARDING OF THE CLIENT ONTO THE SERVICE BEGINS.
INITIAL TERM:	AS SET OUT IN THE QUOTE.
MILESTONES (IF ANY):	AS SET OUT IN THE QUOTE.
SITE(S):	AS SET OUT IN THE QUOTE.
DELIVERABLES (IF ANY):	The Supplier shall provide the Customer with a report outlining security issues and key recommendations (including a remedial action plan) (as further detailed in clause 3 of this service order below) following each full review.
CHARGES AND PAYMENT TERMS:	AS SET OUT IN THE QUOTE.
CUSTOMER EQUIPMENT (IF ANY):	AS SET OUT IN THE QUOTE.
SUPPLIER EQUIPMENT (IF ANY):	AS SET OUT IN THE QUOTE.

- 1.1 Cascade is a trading name of Computerworld (Systems) Limited. Throughout this Service Order, references to Cascade shall also include Computerworld (Systems) Limited. Computerworld (Systems) Limited and Cascade are used interchangeably to represent our business and services.
- 1.2 This Service Order is entered into pursuant to the Quote issued by Cascade (the **Supplier**) to the customer as set out in the Quote (the **Customer**), and the Supplier's terms and conditions contained in the Quote (**Terms**).
- 1.3 This Service Order is dated on signature of the Quote by both parties.

- 1.4 Unless the context otherwise requires, or otherwise defined in this Service Order, defined terms in this Service Order shall have the same meaning as the defined terms in the Terms.
- 1.5 Save as may be varied by or otherwise set out in this Service Order, Clause 4 to clause 32 of the Terms shall apply mutatis mutandis to this Service Order.
- 1.6 By accepting the Supplier's Quote, the Customer has agreed to accept and be bound by the terms of this Service Order, the Quote and the Terms.
- 1.7 In the event there is conflict between the Terms and this Service Order, the terms of this Service Order will prevail.
- 1.8 In the event there is conflict between the Service Order and the Quote, the terms of the Quote will prevail.

2 DEFINITIONS

2.1 The following definitions and rules of interpretation apply in this Service Order:

Kascade Secure Audit Service	as defined in clause 3.1 of this Service Order.
PS Rate	the Supplier's professional services rate available on request.
Standard Business Hours	Monday – Friday (excluding bank holidays) 08:00 – 18:00

3 SERVICE OFFERING

3.1 The Supplier shall, from the Effective Date, provide to the Customer the following Cascade Secure Audit services (“**Kascade Secure Audit Services**”):

Kascade Secure Audit Services	<p>The Supplier will provide a security review and report for each of the Customer’s Site(s) (as further detailed below):</p> <ul style="list-style-type: none">• Full Review (to be conducted once per annum (on such date and at such time as agreed between the parties)). The full review will include:<ul style="list-style-type: none">○ A security check will be run against the external and internal components of the Customer’s network (this will be conducted by the Supplier, at the Supplier’s sole option, either remotely or at the Site).○ Following the security check, the Supplier will attend the Site (at such date and time as may be agreed between the parties) and the findings of the security check will be presented and discussed in a meeting with the Customer’s IT representative along with a Q&A session on topics both raised [by parties] and current best practice guidelines around security.○ The Supplier shall prepare a report following the meeting that details key issues within the Customer’s network, including the Supplier’s recommendations to remedy such issues, with prioritised actions.• Interim Review (to be conducted up to three times per annum (on such date and at such time as agreed between the parties)).<ul style="list-style-type: none">○ A security check will be run against the external and internal components of the Customer’s network (this will be conducted by the Supplier, at the Supplier’s sole option, either remotely or at the Site).○ Following the security check, the Supplier will attend the Site or conduct the security check remotely (at such date and time as may be agreed between the parties). Thereafter, a short
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	<p>meeting will be held between the Supplier's consultant and the Customer's IT representative to discuss any additional concerns raised and progress made against the recommendations from the Full Review.</p> <ul style="list-style-type: none">○ The Supplier shall prepare a report following the meeting that details key issues within the Customer's network, including the Supplier's recommendations to remedy such issues, with prioritised actions.
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4 ADDITIONAL TERMS

4.1 The following additional terms apply to the provision of the Cascade Secure Audit Service.

4.2 Additional Costs and exclusions to the Cascade Secure Audit Service:

4.2.1 All meetings requiring Site visits will have expenses charged in addition to the Charges, such expenses to be charged and payable in accordance with the Terms.

4.2.2 The Cascade Secure Audit Services will take place during Standard Business Hours

4.2.3 The Customer is responsible for the remediation of any findings detailed in each report.

4.2.4 The Customer may request that the Supplier conducts any remedial work on the Customer's behalf. Any remedial services will be subject to a Change Order being agreed in accordance with the provisions of clause 10 of the Terms.

4.2.5 The Cascade Secure Audit Service is developed to ensure that the Customer adopts a good practice security posture which will prevent many Intrusions. However, is not a guarantee that an Intrusion will not take place.

4.2.6 Audits must be booked at least one month prior to the audit being due. Both parties will discuss and agree a mutually convenient date and time for the Supplier to provide the Cascade Secure Audit Services. If the Customer cancels the booking so that the Supplier cannot perform the audit on the agreed date, the Supplier will use reasonable endeavours to reschedule the audit. However, failure to adhere to the date set may mean the works are unable to be rescheduled and the window of the audit is missed until the next period.

4.3 Description of Personal Data Processing

4.3.1 Both parties acknowledge and agree that the Supplier shall not process any Personal Data on behalf of the Customer during the course of providing the Cascade Secure Audit Service.

4.3.1.1 Subject matter

N/A.

4.3.1.2 Duration

N/A.

4.3.1.3 Nature and purpose

N/A.

4.3.1.4 Data categories

N/A.

4.3.1.5 Data subjects

N/A.