

# Cloud Contracts Procedure

Reference: PII DOC A.3

DocumentKits Issue No: 1.0

Organisation Issue No:

DocumentKits Issue Date: 09/06/2020

Organisation Issue Date:

## 1. Scope

All contracts for Cloud services offered by Organisation Name are in scope of this procedure.

## 2. Responsibilities

The Head of Legal is responsible for ensuring that contracts between Organisation Name and customers of its Cloud services adhere to the requirements of this procedure.

## 3. Procedure

3.1 All contracts for Cloud services offered by Organisation Name will include the following aspects:

3.1.1 Whether the Cloud environment hosts multiple tenants and, where this is the case, the methods for segregating tenants.

3.1.2 The clock synchronisation method used for the service.

3.1.3 How the Cloud service customer can synchronise local clocks with the Cloud service clock.

3.1.4 The management of technical vulnerabilities that can affect the Cloud service provided.

3.1.5 The countries where personally identifiable information (PII) could possibly be stored or processed.

<<3.1.6-3.1.9 removed for sample purposes>>

3.1.10 A commitment that PII and other data will not be processed for any purpose independent of the instructions of the Cloud service customer or controller.

3.1.11 A commitment that PII will not be processed for marketing or advertising purposes without the customer's express consent.

3.1.12 The terms under which sub-contractors for processing of PII held in the Cloud service may be appointed, if at all, and measures for disclosing the use of such sub-contractors to customers before they are used.

3.1.13 The necessary mechanisms, dispositions and/or commercial standards that govern the return, transfer and disposal of data, including the specific method (or methods) of disposal and the means by which the Cloud service customer can confirm that such operations have taken place.

<<>3.1.14-3.1.18 removed for sample purposes>>

3.1.19 Any other requirement from law or contract.

3.1.20 Etc."

### ***Document owner and approval***

The Head of Legal is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to  
"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) - electronic and physical - where this document is available"

Its approval status can be viewed in the [Master List of Document Approval](#).