

## Response to Request for Information

Reference      FOI 002540  
Date            16 July 2018

### ***External IT Service Provider/Managed Service Provider***

#### **Request:**

1) Do you use an external IT service provider/Managed Service Provider (MSP)?  
No

2) Does your provider/MSP serve as a processor of your Personally Identifiable Information (PII)?  
No

If No, thank you for your time.

If Yes, please see below

3) If yes, does your contract/service level agreement (SLA) with the provider(s) have clear provisions for the allocation of responsibilities in the event of a data breach?  
N/A

4) Have you revisited your original contract(s) to ensure compliance with the General Data Protection Regulation (GDPR)?  
N/A

5) Does the contract/SLA define the time frame in which a security breach at the provider must reported to you?  
N/A

6) Do you have policies in place for privileged account management?  
N/A

7) Has your organisation/service provider/MSP suffered a data breach involving your organisation's PII in the last 12 months?  
No

[NOT PROTECTIVELY MARKED]

8) If yes, how long did it take for them to notify you? [N/A](#)

<30 mins

31 mins – 1 day

1 – 2 days

2 – 3 days

More than 3 days