

FAQs: Changes to Civica's Data Privacy Terms

Version 1.0 (January 2024)

Why is Civica issuing this Data Protection Addendum (DPA)?

The changes included in the DPA address the Information Commissioner Office's (ICO) updated guidance on data transfers and standard contractual clauses, as well as add greater detail regarding the nature and purpose of processing, in order to more closely align with the UK General Data Protection Regulation (GDPR).

What changes should I be aware of?

Data protection terms can now be found in the [Data Protection Addendum](#) (DPA).

- Throughout the DPA, definitions and legislative references have been updated to include the UK GDPR alongside other applicable legislation such as the EU GDPR.
- Clauses are updated to reflect various data transfer mechanisms in place.
- Schedules of Processing have also been updated for all Civica software products, providing further information about our data processing activities.
- A clause has been added to enable us to engage prompt support of appropriate third parties for investigation and remediation purposes in the event of a personal data breach.

Where can the Schedules of Processing for Civica products be found?

These are all published, along with other useful compliance documents, in our [Trust Centre](#). Use the search feature to find Schedules of Processing relevant to you.

Who can answer any additional queries about the DPA or Schedules of Processing?

Civica's privacy team will be happy to discuss these with you, you can contact them via email at: dpo@civica.co.uk.