

DATA MANAGEMENT SERVICES SPECIFICATION

Ordering of DM Services:

- Authorised Users should place orders for DM Services (as described in its component parts below) using IM's online portal, SecureSync.
- Where this is not practicable, Authorised Users may order DM Services by telephone through IM's Customer Services Department on 08445 60 70 80, or via email to Cservices@ironmountain.co.uk.
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The cost of DM Services shall be as detailed in the DM Charges Schedule or as otherwise agreed between the parties.

At the Customer's instruction IM will provide the following Services:

Storage of Media

- IM will reserve and maintain a suitable space for the storage of the Customer's Media within an IM Facility from which IM will be able to satisfy its obligations under this Agreement.
- The decision as to whether the Media shall be stored in a Container or on a per tape basis shall be at the Customer's discretion. The basis upon which the Customer pays for the storage of the Media (i.e., per Container or per tape) shall determine the treatment of the Media throughout the life of this Agreement. For example should the Customer store at a per Container level the limitations of liability and any permanent withdrawal charges (if applicable) shall be calculated on a per Container basis.

Receipt of New Media

Upon arrival at the IM Facility IM shall:

- Ingest the metadata (as provided by the Customer) into any relevant IM systems (including SecureBase) used for recording and tracking Media in storage.
- Allocate the Media to a location within IM's Media vault.

Tape Barcodes

- Prior to collection of the Media by IM the Customer should place a barcode on each individual item of Media or Container (depending on the basis upon which the Articles are being stored).
- Upon request IM will provide the Customer with barcodes for application to the Media prior to collection. Alternatively, for single tapes only, the Customer may use third-party tape manufacturer provided barcodes.

Handling

- A handling charge will be applied for every movement of the Media requested by the Customer whether on a scheduled, ad hoc or emergency basis.

Transportation for Deliveries / Collection

- The Customer must state in any request for delivery or collection options the type of delivery or collection required (details of which are below).
- Upon request of the Customer, IM shall locate, physically identify and, if in storage, retrieve the Media requested by the Customer from the relevant IM Facility, or if the Media is in the possession of the Customer IM shall upon the request of the Customer collect the Media from the agreed Customer Facility.
- All deliveries and collections will be made to and from a central location at the Customer's Facility.
- The Customer may elect for the delivery or collection of Media using one of the following options:

Scheduled

- The regular scheduled delivery or collection of Media as agreed between the parties.

Standard Special (Ad Hoc)

- A request for the additional delivery or collection of Media outside the Customer's regular scheduled service, to be provided on the next Working Day.

Critical Special (Emergency)

- A request for the additional delivery or collection of Media outside of the Customer's regular scheduled service which, where reasonably possible will be completed within the agreed time periods on the same Working Day within IM's standard working hours.

Out of Hours Critical Special (Out of Hours Emergency)

- A request for the additional delivery or collection of Media outside of the Customer's regular scheduled service which, where reasonably possible, will be completed within the agreed time periods outside of IM's standard working hours.

Disaster Recovery Live or Test

- In the event of a disaster or test scenario, Media can be requested outside of the Customer's regular scheduled service to be delivered to, or collected from, a nominated alternate site. Disaster recoveries will be delivered to the Customer within the timeframes as specified in the agreed DM Charges Schedule.

Transport Volumes:

- The Customer may request the following number of tapes be delivered or collected for each of the delivery or collection options:
 - o Scheduled
Maximum number of Articles is 1000
 - o Standard Special
Maximum number of Articles is 1000
 - o Critical special
Maximum number of Articles is 15 tapes or 2 Containers
 - o Out of Hours Critical special

Maximum number of Articles is 15 tapes or 2 Containers

Should the Customer request the delivery or collection of volumes in excess of those listed above IM will liaise with the Customer to agree timescales and costs for such delivery or collection.

Waiting Time

- IM reserves the right to charge for waiting time should the Customer not be available or if the Media are not available within a reasonable time of IM's arrival at the Customer's Facility to provide the Services.

Media Destruction/Recycling

- The Customer may request to have specific Media or equipment recycled or repurposed and the data erased. Once confirmed via the IM process, the Media (where held by IM for storage) will be retrieved from the storage location at the IM Facility and the data erased in a secure and safe manner in accordance with EN15713 (level 4) and/or NIST-800-88 standard. A certificate of erasure will be supplied to the Customer via SecureSync within 30 days of the date of erasure.
- Should the Customer request the erasure of data on Media or the recycling or repurposing of equipment not held for the storage by IM the parties shall agree a plan for such services.

Miscellaneous Services

- The cost of any Services not detailed within this Agreement shall be agreed in writing in advance between the parties. In the absence of prior written agreement such Services shall be charged at IM's then standard rates.

Administration Fees

- These Fees cover the ongoing administration and management of the Customer's account (including but not limited to: invoice generation; creation of management or service reports; or the provision of barcodes and access to IM's systems). The administration Fees are set out in the Charges Schedule.

Enquiries and Issues

- The Customer service team will log all queries and issues using IM's 'corrective action reporting process'.

- All queries and issues should be responded to within 24 hours.
- Details relating to the query and/or issue will be recorded, showing the originator's name, date and time of the query and the time of a satisfactory solution being given.
- A record of any issues logged with IM will be available to audit at any review meeting.

DM Management Reports

- As part of the DM Services IM shall, upon reasonable request, provide administrative assistance to the Customer in the management of its accounts.
- The Customer may generate reports through SecureSync, including those detailing Media movement, operational activity and account management (split by storage type and Services).
- Should the Customer require additional reports or management information to be generated by IM (other than through SecureSync) the Customer agrees to pay IM's reasonable costs in providing such information (which may be charged at IM's discretion).

Training

- An introductory training programme on our bespoke online tool, "SecureSync", can be provided as part of the implementation procedure and will contain instructions relating to order placing, collections, delivery options, report generation and all other procedures necessary to receive the Services.

