



BENTHAM TOWN COUNCIL

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This email serves as a formal, binding record that **Bentham Town Council** has entered into a Data Processing Agreement (DPA) with Starboard Systems Limited (Scribe).

AGREEMENT

- **Date:** 21/04/2026
- **Reference:** UK GDPR Article 28 and 32 / 2026 AGAR Assertion 10
- **Authorised Signatory:** Claire Burrow, Town Clerk and RFO

LEGAL STATUS

This record, combined with our standard Terms and Conditions, constitutes a compliant DPA. It provides the "written and binding" evidence required by your Internal Auditor to verify your compliant contractual arrangements with third-party software providers.

SUMMARY OF PROCESSING (ARTICLE 28)

Scribe will process personal data related to your subscribed modules. This includes:

- **Accounts:** Supplier/customer names, addresses, and bank details for payment processing.
- **Cemetery:** Burial records, plot locations, and Exclusive Rights of Burial (EROB).
- **Allotments:** Tenant contact details, plot allocations, and inspection records.
- **Bookings:** Venue hirer contact details and booking enquiry history.
- **Centralised CRM:** Contact records for customers and suppliers accessible across all Scribe modules.
- **Administrative:** User account credentials (email/phone) for Council users.

TECHNICAL AND ORGANISATIONAL MEASURES (ARTICLE 32)

To protect Council data, Scribe maintains high-standard security measures:

- **Encryption:** Data is encrypted in transit via SSL/TLS v1.3 and at rest within Amazon RDS.
- **Hosting:** All data is hosted within the UK (AWS London) in ISO 27001 compliant data centres.
- **Resilience:** Daily backups with 5-minute point-in-time recovery and a 99.99% uptime target.
- **Certification:** Scribe is Cyber Essentials certified.