

TERMS AND CONDITIONS
OF
FRAMEWORK AGREEMENT
FOR GOODS

Reviewed April 2026

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1. INTERPRETATION

1.1 In these Framework Principal Conditions the following words and phrases shall have the following meanings:

“Authority”	means Shetland Health Board, a statutory body constituted pursuant to the National Health Service (Scotland) Act 1978 (as amended) and having its headquarters at Upper Floor Montfield, Burgh Road, Lerwick, Shetland ZE1 0LA;
“Authority Manager”	means the individual named by the Authority in the Invitation to Tender as the “Manager of the Commodity”;
“Authority’s Confidential Contact”	means the person (or persons) at the Authority providing the role of the confidential contact for the purposes of the National Whistleblowing Standards, as notified by the Authority to the Framework Participant from time to time;
“Concern”	means a concern which meets the definition of a “whistleblowing concern” within the meaning of the National Whistleblowing Standards;
“Confidential Information”	means (a) all information designated as such by either party in Writing and having the necessary quality of confidence; (b) all Patient Identifiable Information; and (c) all information the disclosure of which would or would be likely to prejudice substantially the commercial or operational interests of any person;
“Contract”	means a contract between a Participating Authority and the Framework Participant constituted pursuant to an Order which shall be subject to the Contractor Terms, the provisions of the Invitation to Tender, the Tender, the Letter of Award and in respect of an Order submitted pursuant to a Mini Tender Process, the Invitation to Tender, Tender and Letter of Award applicable to such process;
“Contract Pricing”	means the Framework Participant’s price for the Goods set out in the Tender, subject to any specific provision in the Letter of Award, as such pricing may be adjusted pursuant to Clause 7 (Contract Pricing) or as detailed pursuant to a Mini Tender Process;
“Contractor Terms”	means:

- (a) the NHS Shetland Conditions for the Provision of Goods;
- (b) the NHS Shetland Additional Conditions for the Provision of Goods;

(in each case as may be varied by the Letter of Award); and

- (c) (where the Contract is awarded pursuant to a Mini Tender Process) any special terms agreed in Writing between the Participating Authority and the Framework Participant pursuant to that Mini Tender Process;

“CPI”

means the Consumer Prices Index for all items (expressed as a percentage) published from time to time by the Office for National Statistics or, if the said index ceases to be published, such index or other means of assessment of inflation as is deemed equivalent and most appropriate by the Authority acting reasonably;

“Day”

means business day, which is defined as Monday to Friday inclusive but excluding Scottish Bank and Public holidays;

“Different Cost”

means any price, cost or rate charged by the Framework Participant to a Participating Authority for the supply of Goods by the Framework Participant which is higher or lower than the cost set out in the Contract Pricing payable for such Goods in accordance with the terms of the Framework Agreement (other than any lower price, cost or rate proposed by the Framework Participant in a Mini Tender Process);

“Effective Date”

means the date upon which the Framework Agreement shall come into effect, such date being set out in the Letter of Award;

“Framework Agreement”

means the framework agreement constituted between the Authority and the Framework Participant on the basis of the Letter of Award, the Framework Principal Conditions, the NHS Shetland Conditions for the Provision of Goods and the NHS Shetland Additional Conditions for the Provision of Goods (if any), the Invitation to Tender, the Tender and any clarifications thereto expressly referred to in the Letter of Award;

“Framework Agreement Period”	means the Initial Framework Agreement Period and, where extended pursuant to Clause 2.2, the Initial Framework Agreement Period as extended;
“Framework Contractors”	means the Framework Participant and each of the other economic operators who have entered into a framework agreement with the Authority similar to the Framework Agreement pursuant to the Invitation to Tender;
“Framework Participant”	means the economic operator named in the Letter of Award or (if applicable) any Replacement Supplier approved by the Authority pursuant to Clause 15 (Assignment and Transfer);
“Framework Principal Conditions”	means these terms and conditions (excluding the provisions contained in any part or parts of the Schedule);
“Goods”	means, subject always to Clause 5.5, all goods (including Services, if any), materials or articles that the Framework Participant is required to supply pursuant to each Contract under the Framework Agreement, as set out in the Specification;
“Health Board”	means an entity established pursuant to the National Health Service (Scotland) Act 1978 (as amended);
“Index”	means the index specified in the Invitation to Tender or if none, the CPI;
“Initial Framework Agreement Period”	means the initial period during which the Framework Agreement shall subsist being such period as is detailed in the Invitation to Tender, but excluding any extensions to such period (if any) agreed pursuant to Clause 2.2;
“Insolvent”	means: <ul style="list-style-type: none"> (a) if the Framework Participant is an individual, that individual, or where the Framework Participant is a partnership, any partner(s) in that firm, becomes bankrupt or shall have a receiving order, administration order or interim order made against him, or shall make any composition or scheme of arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do or appears unable to pay or to have no reasonable

prospect of being able to pay, a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 2016 (as amended), or any application shall be made under the Bankruptcy (Scotland) Act 2016 or Insolvency Act 1986 for the time being in place for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors;

- (b) if the Framework Participant is a company, the passing by the Framework Participant of a resolution for its winding-up or the making by a court of competent jurisdiction of an order for the winding-up of the Framework Participant (or for the appointment of a provisional liquidator) or the dissolution of the Framework Participant, or if a receiver, manager or administrator is appointed, or documents are filed with the court for the appointment of a liquidator, receiver, manager or administrator or notice of intention to appoint a liquidator, receiver, manager or administrator is given by the Framework Participant or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986), or circumstances arise which entitle the court or a creditor to appoint a receiver, manager or administrator or which entitle the court to make a winding-up order, or the Framework Participant is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, , or if the Framework Participant commences negotiations, or enters into any composition, compromise, assignment or arrangement with one or more of its creditors with a view to rescheduling any of its indebtedness (because of actual or anticipated financial difficulties) or a moratorium is declared in respect of any indebtedness of the Framework Participant or the Framework Participant commences or threatens to commence a company voluntary arrangement, a scheme of arrangement or a restructuring plan pursuant to Part 26A of the Companies Act 2006 or if the Framework Participant makes an arrangement with its creditors generally

or makes an application to a court of competent jurisdiction for protection from its creditors generally; or

- (c) any event under the law of any other jurisdiction other than Scotland which is analogous to any of the above;

“Intellectual Property”

means any and all patents, registered and unregistered trade marks, trade and business names, domain names, registered designs, unregistered design rights and other rights in designs utility models, applications for and the right to make applications for any of such rights, know-how, Confidential Information, including rights in any get-up or trade dress, copyrights (including rights in computer software and in websites) and rights in databases, subsisting anywhere in the world, and **“Intellectual Property Rights”** shall be construed accordingly;

“Invitation to Tender”

means the invitation to tender issued by the Authority to *inter alia* the Framework Participant;

“Law”

means any legislation and/or common law insofar as applicable to the performance of the Contract or any part thereof including without limitation:

- (a) any subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978; and
- (c) any bye-law, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Authority and/or the Framework Participant is bound to comply;

“Letter of Award”

means the letter issued by the Authority to the Framework Participant, accepting the Framework Participant’s Tender, the signed duplicate copy of which is returned to the Authority;

“Location”

means the location or locations (as applicable) for the delivery of the Goods (and performance of any Services comprised in the Goods) as set out in an Order;

“Mini Tender Process”

means a competitive tendering process conducted by a Participating Authority in relation to specific goods in accordance with the principles detailed in Schedule Part 1 (Mini Tender Process);

“Month”	means each calendar month during the Framework Agreement Period, and in the event that the Framework Agreement is concluded on any day other than the first day of a calendar month, the first Month shall commence on the date of conclusion of the Framework Agreement and end on the last day of the next occurring full calendar month, and in the event that the Framework Agreement ends on any day other than the last day of a calendar month, the last Month shall commence on the first day of the last month of the Framework Agreement and end on the actual date of termination or expiry (as applicable);
“National Procurement”	means the national procurement directorate within the Authority, whose regional offices are at National Procurement, Canderside, 2 Swinhill Avenue, Larkhall, ML9 2QX;
“National Whistleblowing Standards”	means the National Whistleblowing Standards published by the office of the Independent National Whistleblowing Officer (INWO) and any updates or amendments thereto and any replacement thereof;
“New Contractor”	means any entity which is awarded a contract by the Authority to provide goods similar or identical to the Goods in place of the Framework Participant (including the Authority in the event of the supply of the Goods being undertaken in-house);
“NHS Shetland Additional Conditions for the Provision of Goods”	means the additional conditions of supply (if any) contained in Schedule Part 4 (NHS Shetland Additional Conditions for the Provision of Goods);
“NHS Shetland Conditions for the Provision of Goods”	means the conditions of supply contained in Schedule Part 2 (NHS Shetland Conditions for the Provision of Goods);
“Order”	means (as applicable) (i) each order (if any) placed on the Framework Participant during the Framework Agreement Period by the Authority or any Participating Authority for the provision of Goods pursuant to the Framework Agreement and not rejected pursuant to Clause 4.2 of these Framework Principal Conditions, or (ii) each order (if any) comprised in a letter of award submitted by a Participating Authority to the Framework Participant for the supply of Goods pursuant to a Mini Tender Process;

“Participating Authority”	means each body constituted pursuant to the National Health Service (Scotland) Act 1978 (as amended), together with any other entity identified or described in, the Invitation to Tender as entitled to purchase Goods pursuant to the Framework Agreement, including each such body’s statutory successors, and “Participating Authorities” shall be construed accordingly;
“Patient Identifiable Information”	means information relating to the identity, medical condition or history of any patient or prospective patient of any Participating Authority or any other Health Board and any and all data generated and/or derived therefrom;
“Point of Contact”	means the point of contact representing the Framework Participant identified as such in the Tender, or such alternative point of contact as notified to the Authority Manager, from time to time, in Writing;
“Product Information”	means information concerning the Goods supplied by the Framework Participant to the Authority in accordance with Clause 10 (Product Information) for inclusion in the Authority’s product catalogue from time to time and containing all details which may be required by the Authority;
“Prohibited Act”	shall have the meaning ascribed to it in Clause 18.1;
“Relevant Person”	means any person who is a member of the administrative, management or supervisory body of the Framework Participant or has powers of representation, decision or control in relation to the Framework Participant;

“Replacement Supplier”	means: <ul style="list-style-type: none"> (a) a supplier which, partially or wholly, takes over or acquires the business or assets of the Framework Participant or acquires ownership of the Framework Participant following: <ul style="list-style-type: none"> (i) any corporate restructuring of or involving the Framework Participant; or (ii) the Framework Participant becoming Insolvent; or (b) any supplier identified in the Tender (and/or any clarifications thereto submitted by the Framework Participant to the Authority) to whom the Framework Participant anticipates it may wish to effect a Transfer during the Framework Agreement Period;
“Schedule”	means the schedule in four (4) parts annexed hereto;
“Services”	means all services ancillary or otherwise related to the Goods that the Framework Participant is required to perform pursuant to each Contract under the Framework Agreement, as set out in the Specification;
“Specification”	means the specification of the Goods and any Services set out in the Invitation to Tender and the Tender subject to any specific provision in the Letter of Award and any specification agreed by a Participating Authority and the Framework Participant pursuant to a Mini Tender Process;
“Substitution Date”	shall have the meaning ascribed to it in Clause 15.3;
“Tender”	means the tender submitted to the Authority by the Framework Participant in response to the Invitation to Tender;
“Transfer”	means novation or transfer in whole or in part of the obligations and benefit of the Framework Agreement;
“Transferee”	means any party to whom a Transfer is made;
“Upgrades”	means any products supplied by the Framework Participant which constitutes an updated, modified or new version of any Goods supplied by the Framework Participant; and

“Writing”

means any communication in writing including by electronic means (excluding text messages) and **“Written”** shall be construed accordingly;

1.2 In these Framework Principal Conditions unless the context otherwise requires it:

1.2.1 the Clause headings are for reference only and shall not affect the construction or interpretation of these Framework Principal Conditions and references to sub-clauses, clauses and to the Schedule are to sub-clauses, Clauses and the Schedule to these Framework Principal Conditions;

1.2.2 the singular includes the plural and *vice versa*;

1.2.3 references to gender include references to all genders;

1.2.4 reference to a **“person”** includes any individual, partnership, firm, company, corporation, joint venture, trust, association, organisation or other entity, in each case whether or not having a separate legal personality;

1.2.5 references to statutes, any statutory instrument, regulation or order shall be construed as a reference to such statute, statutory instrument, regulation or order as amended, consolidated, replaced or re-enacted from time to time; and

1.2.6 the words **“include”** or **“including”** are to be construed as meaning without limitation.

1.3 For resolution of a conflict or inconsistency in the Framework Agreement, the documents shall rank in the following descending order of importance:

- Letter of Award;

- NHS Shetland Additional Conditions for the Provision of Goods;
- NHS Shetland Conditions for the Provision of Goods;
- Framework Principal Conditions;
- Conditions for Mini Tender Process set out in Part 1 of the Schedule;
- Invitation to Tender;
- Tender.

2. DURATION AND SCOPE

- 2.1 The Framework Agreement shall commence on the Effective Date and shall continue in force throughout the Initial Framework Agreement Period unless earlier terminated in accordance with the further provisions hereof.
- 2.2 The Authority may at its sole discretion extend the Initial Framework Agreement Period for the period(s) specified in the Invitation to Tender subject to giving the Point of Contact no less than one (1) month's notice in Writing such notice being served by the Director of National Procurement. In the event that the Authority elects to exercise such option the Contract Pricing shall not be subject to adjustment other than as provided in Clause 7.3 of these Framework Principal Conditions.
- 2.3 Without prejudice to either party's other rights and remedies pursuant to a Contract, each Contract concluded in accordance with Clause 5.3 prior to the date of expiry or sooner termination of the Framework Agreement shall remain in force, notwithstanding the expiry or sooner termination of the Framework Agreement. Any order submitted by a Participating Authority after the date of expiry or sooner termination of the Framework Agreement shall not constitute an Order and shall not be processed by

the Framework Participant.

3. DUE DILIGENCE

The Framework Participant hereby agrees and accepts that it has received all information required by it in order to determine whether it is able to supply the Goods to all Participating Authorities in accordance with the terms of the Framework Agreement.

4. CALL OFF FROM FRAMEWORK AGREEMENT

4.1 Each Participating Authority may at its option call off the Framework Agreement:

4.1.1 subject to Clause 4.2, by submission of an Order to the Framework Participant for Goods in accordance with the terms of the Framework Agreement without undertaking a Mini Tender Process; or

4.1.2 where appropriate, by submission of an Order to the Framework Participant in accordance with the terms of the Framework Agreement following completion of a mini competition undertaken in accordance with the Mini Tender Process.

4.2 The Framework Participant shall be entitled to reject an Order for Goods submitted pursuant to Clause 4.1.1 on giving the Participating Authority Written notice no later than the date occurring three (3) Days after the date of submission by the Participating Authority to the Framework Participant of the said Order. The Framework Participant shall not be entitled to reject any such Order unreasonably.

5. OBLIGATIONS OF THE FRAMEWORK PARTICIPANT

5.1 In respect of each Contract, the Framework Participant undertakes to supply Goods of the exact quality and type detailed in the Specification

in strict accordance with the Order, the Specification and the Contract Pricing, and in accordance with the terms of the Invitation to Tender and the Tender as amended (if at all) by the Letter of Award or pursuant to a Mini Tender Process (if any) in such quantities, to such extent and at such times and Locations as may be ordered by the relevant Participating Authority and/or in circumstances where the relevant Participating Authority shall have notified the Framework Participant that it has appointed an agent to purchase Goods on its behalf, as may be ordered by the agent. Where an Order has been placed by an agent in accordance with this Clause 5.1, invoices for Goods supplied to the agent shall be issued by the Framework Participant to, and in the name of, the agent and the agent shall be responsible for settlement thereof on behalf of the relevant Participating Authority.

5.2 The Framework Participant will accept Orders pursuant to Clause 4.1 from any Participating Authority.

5.3 Each Contract shall be deemed to be concluded between a Participating Authority and the Framework Participant:

5.3.1 in respect of an Order submitted pursuant to Clause 4.1.1, where no Written notice of rejection is received by the Participating Authority in accordance with Clause 4.2, as at the expiry of the relevant three (3) Day period referred to in Clause 4.2; or

5.3.2 in respect of an Order submitted pursuant to Clause 4.1.2, immediately on the submission of the Order by the Participating Authority.

5.4 The Framework Participant agrees that it will not in its dealings with any Participating Authority seek to impose or rely on any other contractual

terms that in any way vary or contradict the Contractor Terms and, to avoid doubt, no terms and conditions shall be attached to any Order or invoice by the Framework Participant and, if they are, they shall be of no effect.

5.5 The Framework Participant may, at any time during the Framework Agreement Period, request that the Authority allow Upgrades to be supplied by the Framework Participant under the Framework Agreement in substitution for the Goods. The Framework Participant shall provide any information relating to any such Upgrade requested by the Authority including appropriate information in relation to the Upgrade for incorporation into the Specification. In the event that the Authority agrees to any Upgrades being substituted for the Goods it shall notify the Framework Participant in Writing accordingly and as from such time reference to the “**Goods**” shall be deemed to include reference to such Upgrade.

5.6 Notwithstanding any other provision of the Framework Agreement, to the extent only that the Framework Participant is unable to comply with its obligations under the Framework Agreement as a direct result of the negligent act or omission of the Authority or any Participating Authority (as applicable), it shall be relieved from such performance under the Framework Agreement and, for the avoidance of doubt, shall not incur any liability for any loss or damages thereby incurred by the Authority or Participating Authority (as the case may be), provided the Framework Participant provides Written notice to the Authority as soon as it ought reasonably to be aware of its inability to comply with its obligations.

6. THE POSITION OF PARTICIPATING AUTHORITIES

Nothing within the Framework Agreement shall preclude the Authority or any

Participating Authority from procuring goods similar or identical to the Goods from any third party supplier. The Framework Participant acknowledges that Participating Authorities are under no obligation to place any, or any particular level or volume of Orders for Goods with the Framework Participant under or pursuant to the Framework Agreement. The Framework Participant accepts that the Authority shall have no liability to it in respect of or arising out of the volume of Orders for Goods (if any) received by the Framework Participant during the Framework Agreement Period.

7. CONTRACT PRICING

- 7.1 The Authority may, at its discretion, at the intervals (if any) detailed in the Invitation to Tender, or on an ad hoc basis, invite all Framework Contractors to propose reductions to the contract pricing. If any such proposal from the Framework Participant is accepted by the Authority, the Contract Pricing shall be adjusted accordingly from such date as is specified by notice in Writing issued by the Authority (which date shall be no earlier than the date of such notice).
- 7.2 If the Authority becomes aware at any time during the Framework Agreement Period that the Framework Participant has supplied Goods to any Participating Authority pursuant to a Contract at a Different Cost, it may serve Written notice on the Framework Participant to that effect. If, within the period of twenty (20) Days from receipt of such Written notice, the Framework Participant cannot provide satisfactory evidence to the Authority that it has not so provided Goods at a Different Cost, the Authority may, by Written notice to the Framework Participant, terminate the Framework Agreement between the Framework Participant and the Authority.
- 7.3 Other than as adjusted pursuant to Clause 7.1, Contract Pricing shall not

be subject to adjustment for the period specified in the Invitation to Tender for which prices are to be held by the Framework Contractors as fixed. In the event that the Authority elects to extend the Initial Framework Agreement Period in accordance with Clause 2.2 the Framework Participant may request an increase to the Contract Pricing subject to providing appropriate detailed justification documentation and evidence. If the increase to the Contract Pricing is approved by the Authority, then it will come into effect from the commencement of the period of extension (and each subsequent extension commencement date (if any) provided the previous extension period was for a minimum of twelve (12) months). Any such increase to the Contract Pricing shall be subject to a maximum increase equivalent to the total percentage increase (if any) as shall have occurred in the Index over the last twelve (12) month period occurring immediately before such extension commencement date or subsequent extension date (as applicable) for which figures are published.

8. PERFORMANCE MEASUREMENT

- 8.1 The Framework Participant acknowledges that the Authority is aiming to establish national standards and national pricing and that it may continuously monitor the performance of the Framework Participant under the Contracts entered into between Participating Authorities and the Framework Participant under the Framework Agreement. The Authority may ascertain whether the Framework Participant's performance of such Contracts meets the performance criteria specified in the Specification or, where not so specified, meets the standards of a professional supplier of goods similar or identical to the Goods in the opinion of the Authority, acting reasonably.

- 8.2 On or before the fifteenth (15th) Day of each calendar month from the commencement of the Framework Agreement and within ten (10) Days following the expiry or termination of the Framework Agreement for any reason, the Authority (on behalf of the Participating Authorities) may, in respect of the supply of the Goods during the preceding calendar month, provide to the Framework Participant a notice (a “**Performance Notice**”) which shall set out a statement of the Authority’s dissatisfaction with the Framework Participant’s performance and supply of the Goods under the relevant Contract(s).
- 8.3 Each Performance Notice shall include proposed rebates of the prices payable under any Contracts entered into under the Framework Agreement commensurate to the underperformance of the Framework Participant as recorded in the Performance Notice and the rebates referred to therein shall become immediately due and payable to the Authority on behalf of the respective Participating Authorities or (at the option of the Authority to each Participating Authority in respect of the portion of the said rebate due to that Participating Authority in respect of their Contract with the Framework Participant), on the expiry of five (5) Days from the Framework Participant’s receipt of the Performance Notice.
- 8.4 If the Framework Participant disputes any matter referred to in any Performance Notice and/or the proposed rebate of the price under any such Contracts, the Framework Participant may raise this objection with the Authority within five (5) Days of receipt of the Performance Notice and if this matter is not resolved within five (5) Days following receipt by the Authority of such objection the matter shall be referred to the Dispute Resolution Procedure provided in Clause 17 (Dispute Resolution Procedure).

- 8.5 If the Framework Participant has not raised any objection to any matter referred to in the Performance Notice and or/any proposed rebate of the price within five (5) Days of receipt of the Performance Notice (or such other period as may be agreed between the parties) then that Performance Notice shall be deemed to have been accepted by the Framework Participant.
- 8.6 If required by the Authority the Framework Participant and the Authority shall co-operate in sharing information and developing performance measurement criteria to be used in such monitoring and performance measurement in terms of this Clause 8 (Performance Measurement) with the object of improving the efficiency of the Framework Participant.

9. VARIATIONS TO THE FRAMEWORK AGREEMENT

- 9.1 Any variation of the terms and conditions of the Framework Agreement (including the NHS Shetland Conditions for the Provision of Goods (but excluding any amendments agreed in terms of Clause 30.4 (Processing Instructions) thereof) and the NHS Shetland Additional Conditions for the Provision of Goods) shall only be effective if agreed between the Authority and the Framework Participant in Writing executed by duly authorised representatives of the parties. Once such variations are agreed between the parties, the Authority (as agent for the Participating Authorities) and the Framework Participant hereby agree that such variations shall automatically apply to any Contracts entered into between the Framework Participant and any Participating Authorities to the extent only that Goods have not yet been delivered pursuant to such Contracts.
- 9.2 Notwithstanding the foregoing the Framework Participant shall not unreasonably withhold consent to a proposed variation to the Framework

Agreement made by the Authority on behalf of Participating Authorities.

- 9.3 The Framework Participant hereby undertakes to the Authority to work continuously with the Authority to improve and develop the Framework Participant's performance under the Framework Agreement to reflect changing needs and new developments within the National Health Service in Scotland and, where possible, to deliver cost reductions to the Participating Authorities during the period of the Framework Agreement.

10. PRODUCT INFORMATION

- 10.1 Within five (5) Days following a reasonable request from the Authority the Framework Participant shall provide the Authority with the Product Information. The Product Information will be provided by the Framework Participant in such manner and upon such media as is specified by the Authority from time to time.
- 10.2 The Framework Participant warrants that the Product Information shall be complete and accurate as at the date upon which it is delivered to the Authority and that the Product Information does not contain any data or statement which gives rise to any liability on the part of the Authority or, as the case may be, any Participating Authority following publication of the same in accordance with this Clause 10 (Product Information).
- 10.3 Without prejudice to the provisions of Clause 10.2 in the event that the Product Information ceases to be complete and accurate, the Framework Participant shall promptly notify the Authority in Writing of any modification or addition to or any inaccuracy or omission in the Product Information.
- 10.4 The Framework Participant grants to the Authority and to each Participating Authority a non-exclusive, royalty-free licence for the duration of the Framework Agreement Period to use the Product

Information and any Intellectual Property therein for the purpose of illustrating the range of the Goods available under the Framework Agreement.

- 10.5 The Authority may reproduce the Product Information provided by the Framework Participant in the Authority's product catalogue from time to time, which may be made available on the National Health Service in Scotland's internal communications network in electronic format or other format or made available on the Authority's external website or any other electronic media of the Authority from time to time.
- 10.6 The Framework Participant agrees to indemnify and keep indemnified the Authority and any Participating Authority against any liability, loss, costs and expenses, incurred by the Authority and/or Participating Authority (as appropriate) and any claims or proceedings against the Authority and/or any Participating Authority whatsoever arising out of or in connection with any Product Information provided by or on behalf of the Framework Participant which is included in the Authority's and/or Participating Authority's product catalogue from time to time (as the case may be) or any associated material produced by the Authority and/or the Participating Authority (as appropriate) for the purpose of illustrating the range of Goods available under the Framework Agreement.
- 10.7 The Framework Participant shall not be required to indemnify or keep indemnified the Authority and/or any Participating Authority (as appropriate) against any liability, loss, costs, expenses, claims or proceedings whatsoever arising under Clause 10.6 as a result of (as appropriate) the Authority's and/or the Participating Authority's negligent act or error in reproducing the Product Information provided by or on behalf of the Framework Participant which is included in the Authority's and/or the relevant Participating Authority's product catalogue, or other

literature from time to time or any associated material produced by the Authority and/or the Participating Authority, for the purpose of illustrating the range of Goods available under the Framework Agreement.

11. SALES STATEMENTS

- 11.1 Within ten (10) Days of request (if requested by the Authority), or as required in the Invitation to Tender, the Framework Participant shall provide the Authority with a statement giving accurate and complete details of the quantity and value of the Goods sold by the Framework Participant pursuant to the Framework Agreement during the period(s) specified in the Invitation to Tender, or where no period is specified, the preceding Month. The statement shall include accurate details of the identity of the Participating Authorities to which such Goods were sold pursuant to the Framework Agreement, a detailed description of the Goods, the Framework Participant product code, the volume of the sales, and the invoice price (exclusive of VAT). The format and level of detail of the statement shall be agreed between the Authority and the Framework Participant in Writing.
- 11.2 The Framework Participant shall keep at its normal place of business detailed, accurate and up to date records of the quantity and value of the Goods sold by it to each Participating Authority on or after the date of commencement of the Framework Agreement. Subject to any other auditing process being agreed between the Authority and the Framework Participant in Writing, the Authority or the Authority's Representative shall be entitled by prior appointment to enter the Framework Participant's normal place of business during normal office hours and to inspect such records in order to verify whether any statement supplied by the Framework Participant to the Authority pursuant to Clause 11.1 is

accurate and complete.

12. PROPOSED TERMINATION OF SUPPLY

It is an essential condition of the Framework Agreement that the Framework Participant will not terminate the supply of any of the Goods to the Participating Authorities without the Authority's Written consent. In the event that the Framework Participant wishes to terminate the supply of any Goods under the Framework Agreement it may only do so with the Written consent of the Authority, to be granted at the Authority's sole discretion. In determining whether or not to grant such consent the Authority may require the Framework Participant to work with the Authority to assess the needs of the Authority or Participating Authorities to determine whether the Framework Participant shall supply, within timescales agreed between the parties, alternative goods acceptable to the Authority.

13. SUPPLY CHAINS

13.1 The Framework Participant shall not make any change in the supply chain for the Goods or in any of its sub-contractors identified in the Framework Agreement until it has received written approval from the Authority. The Framework Participant shall notify the Authority Manager in Writing immediately in the event that it proposes to make any change in its supply chain or in its sub-contractors and shall supply the Authority (or where the Authority so elects, the relevant Participating Authorities) with all necessary information regarding the proposed change in order for the Authority to determine whether or not it is willing to grant approval for such change, such approval not to be unreasonably withheld or delayed.

13.2 An essential condition of appointment to the Framework Agreement shall be that the Framework Participant operates and applies ethical

standards (which the Authority acting reasonably considers to be appropriate) to its own operations and ensures these are applied by all parties involved in the Framework Participant's supply chain.

13.3 The Authority (or its nominated representative) shall be entitled at any time to audit the Framework Participant's supply chain and to inspect any premises at which the Goods are manufactured or stored in whole or in part to establish compliance with this Clause 13 (Supply Chains) and the Framework Participant shall procure all necessary access rights from suppliers for the purposes of this Clause 13 (Supply Chains).

13.4 In the event that the Authority does not consider the Framework Participant is operating and applying appropriate ethical standards in accordance with Clause 13.2 it shall serve Written notice upon the Framework Participant to that effect. If the Framework Participant fails to satisfy the Authority, acting reasonably, within sixty (60) days of such notice that it has taken steps necessary to operate and apply appropriate ethical standards in its own operations and ensure that these are applied by all parties involved in the supply chain of the Goods, the Authority may forthwith terminate the Framework Agreement by Written notice.

14. THE POSITION OF THE AUTHORITY

The Authority has established the Framework Agreement as agent for and on behalf of each such Participating Authority. Each Contract concluded pursuant to Clause 5.3 above will be between the Framework Participant and the Participating Authority concerned and the Authority shall not be a party thereto nor shall the Authority have any liability arising out of the acts or omissions of any Participating Authority in connection with any such Contract.

15. ASSIGNATION AND TRANSFER

15.1 The Framework Agreement is personal to the Framework Participant.

The Framework Participant shall not effect a Transfer or assignment of the Framework Agreement or the benefit or advantage of the Framework Agreement or any part of it without the prior Written consent of the Authority.

15.2 The Authority may agree to a Transfer to a Replacement Supplier provided always that:

15.2.1 the Authority may request such information relating to the proposed Replacement Supplier as it considers necessary to allow the Authority to consider any request for such Transfer;

15.2.2 the Replacement Supplier shall be required to satisfy any qualitative criteria applied by the Authority in connection with award of the Framework Agreement to the Framework Participant; and

15.2.3 no substantial or material amendments shall be made to the Framework Agreement as a consequence of such Transfer.

15.3 In the event that the Authority agrees to such Transfer, it shall notify the Framework Participant in Writing and such notification shall specify the date from which such Transfer shall take effect (the “**Substitution Date**”). As from the Substitution Date:

15.3.1 the Replacement Supplier shall assume all responsibilities, obligations and rights of the Framework Participant under the Framework Agreement;

15.3.2 all references to “**Framework Participant**” shall be deemed to be to the Replacement Supplier; and

15.3.3 any Contracts concluded between a Participating Authority and the Framework Participant and continuing in force as at the

Substitution Date shall be deemed to be between the Participating Authority and the Replacement Supplier.

16. PRE-CONTRACTUAL STATEMENTS

- 16.1 (Save in the case of fraud) no statements made by or on behalf of the Authority at any time before, during or after the competition leading to conclusion of the Framework Agreement shall add to or vary the Framework Agreement or be of any force or effect unless any such pre-contractual statements are expressly set out in the Framework Agreement. The Framework Participant waives any right it may have to make any claim whatsoever in connection with any non-fraudulent pre-contractual statements made by or on behalf of the Authority. This waiver shall be unconditional and irrevocable, but it is expressly agreed that it shall not exclude any liability of the Authority for pre-contractual statements made fraudulently.
- 16.2 Without prejudice to the generality of Clause 16.1, the Framework Participant acknowledges that it has not been induced to enter into the Framework Agreement by any indication as to the volume or content of Orders that might be placed by Participating Authorities.

17. DISPUTE RESOLUTION PROCEDURE

- 17.1 During any dispute, including a dispute as to the validity of the Framework Agreement and any Contracts entered into under the Framework Agreement, it is mutually agreed that the Framework Participant shall continue its performance of the provisions of the Framework Agreement and any such Contracts (unless the Authority requests in Writing that the Framework Participant does not do so).
- 17.2 If any dispute arises out of the Framework Agreement (other than in relation to any matter in which the Authority has a discretion which is

exercised in accordance with the terms of the Framework Agreement and which shall be final and conclusive) the parties will use all of their respective reasonable endeavours to resolve it by negotiation. If negotiations fail to resolve such dispute either party may refer the matter to an arbiter chosen by mutual agreement, or failing agreement, appointed on the application of either party by the President of the Law Society of Scotland. The Authority and the Framework Participant will co-operate with any person appointed as arbiter providing him with such information and other assistance as he shall require and will pay his costs, as he shall determine or in the absence of such determination such costs will be shared equally. Neither party will commence legal proceedings against the other until thirty (30) Days after such arbitration of the dispute in question has failed to resolve the dispute.

18. PROHIBITED ACT

18.1 For the purposes of these Framework Principal Conditions “**Prohibited Act**” means:

18.1.1 offering, giving or agreeing to give to the Authority, any Participating Authority or any other public body or to any person employed by or on behalf of the Authority, any Participating Authority or any other public body any gift or consideration of any kind as an inducement or reward:

- (a) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this Framework Agreement or any other agreement with the Authority, any Participating Authority or any other public body; or
- (b) for showing or not showing favour or disfavour to any person

in relation to this Framework Agreement or any other agreement with the Authority, any Participating Authority or any other public body;

18.1.2 entering into the Framework Agreement or any other agreement with the Authority, any Participating Authority or any other public body in connection with which commission has been paid or has been agreed to be paid by the Framework Participant or on its behalf, or to its knowledge, unless before the relevant agreement is entered into particulars of any such commission and of the terms and conditions of any such agreement for the payment of such commission have been disclosed in writing to the Authority; or

18.1.3 committing any offence:

- (a) under the Bribery Act 2010;
- (b) under any Law creating offences in respect of fraudulent acts;
- (c) at common law, in respect of fraudulent acts in relation to this Framework Agreement or any other agreement with the Authority, any Participating Authority or any other public body; or
- (d) defrauding or attempting to defraud or conspiring to defraud the Authority, any Participating Authority or any other public body.

18.2 The Framework Participant warrants that in entering into this Framework Agreement it has not committed any Prohibited Act.

18.3 If the Framework Participant (or anyone employed by or acting on behalf

of it) commits any Prohibited Act, then the Authority shall be entitled to act in accordance with Clauses 18.4 to 18.6 below.

- 18.4 If a Prohibited Act is committed by the Framework Participant or by an employee not acting independently of the Framework Participant, then the Authority may terminate the Framework Agreement with immediate effect by giving Written notice to the Framework Participant, and no compensation or payment shall be due to the Framework Participant in respect of such termination.
- 18.5 If the Prohibited Act is committed by an employee of the Framework Participant or a sub-contractor acting independently of the Framework Participant, then the Authority may give Written notice to the Framework Participant of termination and the Framework Agreement will terminate unless, within twenty (20) Days of receipt of such notice, the Framework Participant terminates the employee's employment or the sub-subcontract (as the case may be) and (if necessary) procures an alternative sub-contractor acceptable to the Authority.
- 18.6 Any notice of termination under this Clause 18 (Prohibited Act) shall specify:
- 18.6.1 the nature of the Prohibited Act;
 - 18.6.2 the identity of the party whom the Authority believes has committed the Prohibited Act; and
 - 18.6.3 the date on which the Framework Agreement will terminate in accordance with the applicable provisions of this Clause 18 (Prohibited Act).
- 18.7 Without prejudice to its other rights or remedies under this Clause 18 (Prohibited Act), the Authority shall be entitled to recover from the Framework Participant:

18.7.1 the amount or value of any such gift, consideration or commission; and

18.7.2 any other loss sustained in consequence of any breach of this Clause 18 (Prohibited Act).

18.8 Nothing contained in this Clause 18 (Prohibited Act) shall prevent the Framework Participant from paying any proper commission or bonus to its employees within the agreed terms of their employment.

18.9 The Framework Participant shall notify the Authority on the occurrence (giving details) of any Prohibited Act promptly on the Framework Participant becoming aware of its occurrence.

19. TERMINATION

19.1 In addition to the Authority's other rights of termination set out in these Framework Principal Conditions and without prejudice to its other rights and remedies, the Authority may without penalty to the Authority, terminate the Framework Agreement:

19.1.1 immediately on notice to the Framework Participant in the event that:

(a) the Framework Participant becomes Insolvent or otherwise ceases to be capable of supplying the Goods provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 15.3, in which event the Authority shall not be entitled to terminate the Framework Agreement on the grounds of the Framework Participant's Insolvency; or

(b) the Framework Participant is in default of any duty of care or any fiduciary or statutory duty owed to the Authority or

any Participating Authority and/or any patient, employee or agent of the Authority or any Participating Authority;

19.1.2 by giving fourteen (14) days' Written notice to that effect to the Framework Participant in the event that:

- (a) the Framework Participant has failed to perform any material obligation under the Framework Agreement provided that (if capable of remedy) such failure has not been remedied to the Authority's reasonable satisfaction within a period of thirty (30) days following Written notice demanding remedy of the failure in questions being served by the Authority on the Framework Participant;
- (b) the Framework Participant has failed (in whole or in part) to perform any obligation on the Framework Participant owed to the Authority on more than three (3) occasions;
- (c) the Framework Participant is in persistent breach of any of the terms of any Contract or Contracts and either the persistent breach is incapable of remedy or the Framework Participant shall have failed to remedy the persistent breach within thirty (30) days after receiving Written notice requiring it to remedy that breach;
- (d) there is a change of ownership or control of the Framework Participant which, in the reasonable opinion of the Authority, will have a material adverse impact on the provision of the Goods under the Framework Agreement or the image or reputation of the Authority and/or the Participating Authorities, provided always that

no Replacement Supplier has been approved by the Authority pursuant to Clause **Error! Reference source not found.** in which event the Authority shall not be entitled to terminate the Framework Agreement on the grounds of a change of ownership or control of the Framework Participant; or

- (e) the Framework Participant assigns or Transfers the Framework Agreement in in breach of Clause 15 (Assignment and Transfer);
- (f) the Authority considers that procurement of a new framework agreement is required as a result of a substantial modification, or a series of modifications which, taken together, constitute a substantial modification, being, or have been, effected to the Framework Agreement;
- (g) the Authority become aware that the Framework Participant and/or any Relevant Person has been convicted of any of the offences listed in Regulation 58(1) of The Public Contracts (Scotland) Regulations 2015;
- (h) in the event that a court of competent jurisdiction makes a declaration that the Framework Agreement should not have been awarded to the Framework Participant in view of a serious infringement of the obligations under The Public Contracts (Scotland) Regulations 2015; or
- (i) proceedings are served on the Authority in connection with or related to:

- (i) any substitution of the Framework Participant with a Replacement Supplier or any Transfer or assignation of the Framework Agreement in whole or in part approved by the Authority pursuant to Clause 15 (Assignment and Transfer); and/or
- (ii) the Framework Agreement between the Authority and the Replacement Supplier or the Transferee.

19.2 To be effective notice served by the Authority in terms of Clause 19.1 must be served by the Director of National Procurement.

19.3 The Framework Participant will reasonably assist the Authority in ensuring a smooth, timely, risk-reduced transition of the activities carried out under the Framework Agreement to a New Contractor at the expiry or earlier termination (for any reason) of the Framework Agreement.

19.4 Clauses which expressly or by implication survive termination of the Framework Agreement shall continue in full force and effect after the expiry or termination of the Framework Agreement.

20. CONFIDENTIALITY

20.1 In respect of all Confidential Information provided by, or on behalf of either party (the “**Discloser**”) to the other party (the “**Recipient**”), the Recipient undertakes to the Discloser that it will:

20.1.1 keep that Confidential Information completely and strictly confidential and keep in safe custody all documentation and media recording of the same;

20.1.2 save as expressly permitted in these Framework Principal Conditions, not disclose, copy, reproduce, publish or distribute the whole or any part of that Confidential Information to any

person unless authorised in Writing by a duly authorised representative of the Discloser;

20.1.3 use that Confidential Information only for the performance of the Framework Agreement and will not use that Confidential Information for its own benefit or for the benefit of anyone other than the Discloser; and

20.1.4 maintain that Confidential Information as the Discloser's property.

20.2 The obligation to maintain the confidentiality of, and the prohibitions and restrictions on use of, the Confidential Information shall not apply to information:

20.2.1 which the Discloser confirms in Writing is not required to be treated as Confidential Information;

20.2.2 which is or comes into the public domain otherwise than through any disclosure prohibited by the Framework Agreement or a Contract;

20.2.3 which is received from a third party who lawfully acquired or developed it and who is under no obligation of confidence in relation to its disclosure; or

20.2.4 which is disclosed pursuant to Clause 20.7.

20.3 For the purpose of this Clause 20 (Confidentiality), no Confidential Information shall be deemed to be in the public domain merely because such information is embraced by more general information or in the case of a complex body of information, because one or more elements of it are separately available in the public domain.

20.4 Where the Authority receives Confidential Information from the

Framework Participant, the Authority may disclose such Confidential Information to, and permit its use by its staff, agents and any third party for any purpose provided for or contemplated by the Framework Agreement.

- 20.5 The Authority shall be entitled to disclose any Confidential Information received from the Framework Participant to its professional advisors to the extent that the Authority considers that they have a reasonable need to receive and consider the same.
- 20.6 Save as otherwise expressly permitted in these Framework Principal Conditions, the Framework Participant shall be permitted to disclose the Confidential Information only to its directors, officers, employees, agents and professional advisors who need to see and know it in connection with supply of the Goods (who are hereafter called the “**Permitted Persons**”) subject to obtaining appropriate confidentiality restrictions no less stringent than this Clause and, if required by the Authority, shall procure that such Permitted Persons enter into a confidentiality undertaking in a form approved by the Authority.
- 20.7 The Authority shall be free to disclose the terms of the Framework Agreement and any documents connected with supply of the Goods to and within the Scottish Government Health and Social Care Directorates and to other Government departments, agencies and non-departmental public bodies and the parties agree that the Authority shall be free to use and disclose such information on such terms and in such manner as the Authority sees fit.
- 20.8 The parties acknowledge that damages may not be an adequate remedy for any breach of this Clause 20 (Confidentiality) by either party or any of the Framework Participant’s Permitted Persons and the parties may

be entitled to obtain any legal relief, including interdict, in the event of any breach of this Clause 20 (Confidentiality).

20.9 Without prejudice to the parties' other obligations under the Framework Agreement, if directed to do so by the Discloser at any time and, in any event, promptly following termination or expiry of the Framework Agreement, the Recipient shall return to the Discloser or destroy all Confidential Information of the Discloser and shall certify that it does not retain any such Confidential Information, save to the extent that any Confidential Information needs to be retained:

20.9.1 for the purposes of the supply or receipt of Goods pursuant to a Contract;

20.9.2 in cases where there is a partial termination for the purposes of the performance of the remainder of the Framework Agreement or a Contract thereunder;

20.9.3 in order to enforce any of its rights or remedies under the Framework Agreement or a Contract thereunder; or

20.9.4 in order to maintain a record of the Confidential Information of the Discloser to enable the Recipient to establish its continuing obligations under this Clause 20 (Confidentiality).

20.10 In the event that the Framework Participant fails to comply with this Clause 20 (Confidentiality), the Authority reserves the right to terminate the Framework Agreement by notice in writing with immediate effect.

20.11 All obligations set out in this Clause 20 (Confidentiality) to keep confidential all Confidential Information as defined in:

20.11.1 part (b) of the definition of “**Confidential Information**” shall remain in force in perpetuity notwithstanding the expiry or

termination (for any reason) of the Framework Agreement; and

20.11.2 part (a) or part (c) of the definition of “**Confidential Information**” shall remain in force during the Framework Agreement Period and for a period of ten (10) years thereafter.

21. FREEDOM OF INFORMATION

21.1 Nothing whether expressly provided in the Framework Agreement, or otherwise implied, shall preclude the Authority from making public under the Freedom of Information (Scotland) Act 2002 and/or the Environmental Information (Scotland) Regulations 2004 and/or any codes or regulations applicable from time to time relating to access to public authorities’ information (“**FOI**”), details of all matters relating to the Framework Agreement and any Contract(s) unless (i) such details constitute a trade secret; (ii) the disclosure of such details would or would be likely to prejudice substantially the commercial interests of any person (including but not limited to the Framework Participant or the Authority or any Participating Authority); or (iii) such details fall within any other exemption under FOI provided always that application of any such exemption shall be at the sole discretion of the Authority. The Authority will take all reasonable steps to provide the Framework Participant with notice of any intended disclosures under FOI prior to making such information public.

21.2 The Framework Participant shall:

21.2.1 transfer to the Authority any request for information relating to the Framework Agreement that it receives as soon as practicable after receipt and, in any event, within five (5) Days of receiving a request for information;

21.2.2 provide the Authority with a copy of any information belonging

to the Authority which is in the Framework Participant's possession or control in the form that the Authority reasonably requires within five (5) Days (or such other period as the Authority may reasonably require) of the request by the Authority;

21.2.3 provide all such assistance and co-operation as may be reasonably required by the Authority to enable the Authority to comply with its obligations under FOI.

22. NOTICES

22.1 Any notice to be given under the Framework Agreement shall be delivered personally or sent by first class recorded delivery post (airmail if overseas) or by electronic mail. Except as otherwise provided in these Framework Principal Conditions, the address for service shall be the registered or principal office of the recipient, or such other address for receipt of notices as either party may previously have notified to the other party in Writing. A notice shall be deemed to have been served:

22.1.1 if personally delivered, at the time of delivery;

22.1.2 if posted, at the expiration of forty-eight (48) hours or (in the case of air-mail seven (7) Days) after the envelope containing the same was delivered into the custody of the postal authorities; and

22.1.3 if sent by electronic mail, at the time of the transmission.

22.2 In proving such service, it shall be sufficient to prove that personal delivery was made, or that the envelope containing such notice was properly addressed and delivered into the custody of the postal authorities as prepaid first class, recorded delivery or air-mail letter (as

appropriate) or in case of electronic mail, that the email was transmitted, including when it was sent and to what address.

22.3 Except to the extent otherwise agreed in Writing between the parties, notices deliverable to the Framework Participant, shall be addressed to the Point of Contact.

23. NO PUBLICITY

Save as required by law and/or the requirements of any relevant stock exchange no publicity shall be made by either party relating to any matter in connection with the Framework Agreement without the prior written consent of the other party.

24. EXECUTION OF ADDITIONAL DOCUMENTS

The Framework Participant shall from time to time upon the request of the Authority, execute any additional documents and do any other acts or things which may reasonably be required to implement the provisions of the Framework Agreement.

25. INVALIDITY

Any provision of the Framework Agreement that is held to be invalid, illegal or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions hereof and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purposes of the Framework Agreement, the parties shall commence good faith negotiations to remedy such invalidity.

26. NO REPRESENTATION

The Framework Participant acknowledges and agrees that it has not relied on

any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of the Framework Agreement and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the Authority for any misrepresentation (whether made carelessly or not) or for breach of any warranty unless the representation relied upon is set out in the Framework Agreement or unless such representation was made fraudulently.

27. NO WAIVER

- 27.1 The failure by the Authority or the Framework Participant or, as the case may be, any Participating Authority to insist upon the strict performance of any provision, term or condition of the Framework Agreement or to exercise any right or remedy consequent upon the breach thereof shall not constitute a waiver of the Authority's rights and/or remedies in respect of such breach or any subsequent breach of such provision, term or condition.
- 27.2 No waiver of any of the provisions of the Framework Agreement shall be effective unless it is expressly stated to be a waiver and communicated to the other party in Writing in accordance with the provisions of Clause 22 (Notices).
- 27.3 Subject always to Clause 2.2, no amendment of the Framework Agreement shall be valid unless agreed in Writing by the Point of Contact (on behalf of the Framework Participant) and the Authority Manager.

28. LOSS OF PARTICIPATING AUTHORITIES

The Framework Participant warrants that (i) any warranty, representation, undertaking or indemnity given or made to the Authority by the Framework Participant in terms of the Framework Agreement shall be deemed for the purpose of the Framework Agreement to have been made to each Participating Authority; and (ii) for the purpose of calculating any loss, injury,

damages, costs or expenses due from the Framework Participant arising out of or in connection with a Contract awarded pursuant to the Framework Agreement, or the termination of such Contract for any reason, or in respect of any indemnity, warranty, representation or undertaking in terms of the Framework Agreement, there shall be deemed to be included by way of addition within such loss, injury, damages, costs or expenses, any or all loss, injury, damages, costs or expenses suffered or incurred by the Participating Authorities as if the Participating Authorities were a party to the Framework Agreement instead of the Authority and such obligations were due directly to the Participating Authorities.

29. ANTI-SLAVERY AND HUMAN TRAFFICKING ETC.

29.1 In performing its obligations under the Framework Agreement and any Contracts concluded hereunder, the Framework Participant shall:

29.1.1 comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including, but not limited to, the Modern Slavery Act 2015;

29.1.2 include in any contracts with its direct subcontractors and suppliers, provisions which are at least as onerous as those set out in this Clause 29 (Anti-Slavery and Human Trafficking Etc.);

29.1.3 implement due diligence procedures for its own suppliers, subcontractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains; and

29.1.4 keep and maintain accurate and up to date records to trace the supply chain of all Goods provided in connection with the Framework Agreement and any Contracts concluded hereunder showing all subcontractors and suppliers engaged in

connection with the Framework Agreement and any Contracts concluded hereunder and the steps the Framework Participant has taken to comply with this Clause 29 (Anti-Slavery and Human Trafficking Etc.), and permit the Authority and its third party representatives to inspect those records as required.

- 29.2 The Framework Participant represents and warrants that neither the Framework Participant, nor any of its officers, employees or other persons associated with it, having made reasonable enquiries, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.
- 29.3 The Framework Participant shall promptly notify the Authority of any breach of this Clause 29 (Anti-Slavery and Human Trafficking Etc.).
- 29.4 The Authority may terminate the Framework Agreement immediately by giving written notice to that effect to the Framework Participant if the Framework Participant is in breach of this Clause 29 (Anti-Slavery and Human Trafficking Etc.).

30. COMPLIANCE WITH NATIONAL WHISTLEBLOWING STANDARDS

- 30.1 The provisions of this Clause 30 (Compliance with National Whistleblowing Standards) shall apply where it has been identified in the Invitation to Tender that compliance with the requirements of the National Whistleblowing Standards will be required.
- 30.2 The Framework Participant undertakes to the Authority that it will maintain in place appropriate policies and procedures to enable its staff members (including for this purpose any staff, students, contractors, volunteers and any others who are working in any capacity for the

Framework Participant in the provision of the Goods (“**Staff**”)) to access a whistleblowing procedure that meets the requirements of the National Whistleblowing Standards. The Framework Participant’s obligations under this Clause 30 (Compliance with National Whistleblowing Standards) shall apply throughout the duration of the Framework Agreement and also any Contracts entered into between Framework Participant and a Participating Authority.

30.3 The Framework Participant shall provide a copy of the policies and procedures maintained by the Framework Participant pursuant to Clause 30.2 to the Authority on request and shall provide the Authority with any such additional information with regard to the Framework Participant’s compliance with Clause 30.2 as the Authority may reasonably require.

30.4 Without prejudice to the generality of the obligation under Clause 30.2, the Framework Participant shall:

30.4.1 ensure arrangements are in place to encourage and support Staff who raise a Concern;

30.4.2 provide clear information about who Staff can raise Concerns with, both within the Framework Participant’s organisation and externally;

30.4.3 ensure that its policies and procedures permit and encourage Staff to contact the Authority’s Confidential Contact in the event that a Staff member does not feel able to raise a Concern within the Framework Participant’s organisation; and

30.4.4 record all Concerns raised with the Framework Participant or its confidential contact, monitor those Concerns and report to the Authority in accordance with Clauses 30.5.4 and 30.6 below.

30.5 The Framework Participant shall provide quarterly reports to the

Authority regarding any Concerns raised during the previous quarter. In the event that no Concerns have been raised during the previous quarter, the Framework Participant shall not be obliged to submit a quarterly report.

- 30.6 The Framework Participant shall provide annual reports to the Authority regarding any Concerns raised during the previous year. In the event that no Concerns have been raised during the previous year, the Framework Participant shall report accordingly.
- 30.7 The Framework Participant shall co-operate with the Authority (and, where applicable, the relevant Participating Authority) with regard to any review or follow up investigation conducted by the Authority and/or the relevant Participating Authority on the basis of the reports issued by the Framework Participant pursuant to Clauses 30.5 and/or 30.6. The Framework Participant shall provide the Authority with any such additional information as the Authority may reasonably require in this regard and shall co-operate and provide assistance to the Authority (and, where applicable, the relevant Participating Authority) (and any investigator appointed by the Authority and/or the relevant Participating Authority) with regard to any investigation into any Concerns identified in connection with the provision of the Goods.
- 30.8 The Framework Participant shall co-operate with and provide such information and assistance to the Authority (and, where applicable, the relevant Participating Authority) as the Authority (and/or the relevant Participating Authority) may reasonably require to enable the Authority (and, where applicable, the relevant Participating Authority) to record and review information in relation to any Concerns raised about its services in accordance with the Authority's (and, where applicable, the relevant Participating Authority's) obligations under the National

Whistleblowing Standards. This includes, but is not limited to, provision of any data based on the key performance indicators referred to in Paragraph 13 of Part 5 of the National Whistleblowing Standards.

- 30.9 Where any investigation within the Framework Participant's organisation into any Concern in connection with the provision of the Goods is not possible, due to actual or potential conflict of interest, the Framework Participant must discuss the Concern with the Authority (and, where applicable, the relevant Participating Authority) and work with the Authority (and, where applicable, the relevant Participating Authority) to investigate the issue.

31. GOVERNING LAW AND JURISDICTION

The Framework Agreement shall be governed by and construed in accordance with Scots law and the parties hereby accept the exclusive jurisdiction of the Scottish Courts.

SCHEDULE: PART 1

MINI TENDER PROCESS

1. Where the Invitation to Tender provides for Participating Authorities to call off the Framework Agreement by mini competition the provisions of this Schedule Part 1 (Mini Tender Process) will apply.
2. Any Participating Authority shall be entitled to conduct a Mini Tender Process in respect of the requirements for a supply of goods by a Framework Contractor and in such circumstances shall invite all Framework Contractors capable of providing the relevant goods to submit tenders for the provision of such goods. All such tenders shall be submitted and evaluated in accordance with the provisions of this Schedule Part 1 (Mini Tender Process).
3. When undertaking a Mini Tender Process, the Participating Authority shall issue a mini tender pack to each of the Framework Contractors.
4. The mini tender pack shall reference the framework agreement and shall *inter alia* provide the following information to Framework Contractors:
 - (a) the scope and extent of the goods to be supplied, including timescales;
 - (b) details of how the Participating Authority wishes pricing for supply of such goods to be presented;
 - (c) timescales for submission of mini tenders; and
 - (d) the mechanism and evaluation approach which will be applied by the Participating Authority to select the winning mini tender. This shall be based on the evaluation criteria and weightings for mini tenders specified in the Invitation to Tender.
5. Those matters which will be considered by each Participating Authority to demonstrate the criteria referred to in Paragraph 4(d) above in each Mini Tender Process and the weighting of these criteria will be determined as appropriate for each Mini Tender Process by the relevant Participating Authority and advised to each Framework Contractor.
6. The Participating Authority shall in Writing advise each Framework Contractor that submitted a tender in response to the issue of the mini tender pack, of the outcome of the Mini Tender Process, as soon as reasonably practicable after a decision in relation thereto has been made.

SCHEDULE: PART 2

NHSS CONDITIONS FOR THE PROVISION OF GOODS

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1. DEFINED TERMS AND INTERPRETATION

1.1 In these NHS Shetland Conditions for the Provision of Goods the words and expressions below will be interpreted to have the meanings adjacent to them:

“Additional Controller Purpose”	means, if any, such other permitted purpose for the Processing of the Personal Data which, although relating to the Purpose, is in addition to the Purpose and which is a purpose which the Contractor must implement by Law, as described in Part 3 of the Schedule (Processing Information);
“Appropriate Safeguards”	means a legally compliant mechanism(s) for the transfer of Personal Data to a Third Country in respect of which no adequacy regulation has been made by the Secretary of State, as such mechanism(s) may be permitted under the Data Protection Legislation from time to time;
“Authority”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Commencement Date”	means the date upon which the Contract shall come into effect, such date being set out in the Order issued by the Participating Authority or, if the Commencement Date is not set out in the Order, the date the Order is issued by the Participating Authority to the Contractor;
“Commissioner”	shall have the meaning given in the UK GDPR;
“Community Benefits”	means any activity, obligations and/or undertakings identified as community benefits or their equivalent in the Invitation to Tender, the Tender or (where the Contract is awarded pursuant to a Mini Tender Process) any document issued by the Participating Authority pursuant to the Mini Tender Process or the Contractor’s response thereto;
“Confidential Information”	means (a) all information designated as such by either Party in writing and having the necessary quality of confidence; (b) all Patient Identifiable Information; and (c) all information the disclosure of which would or would be likely to prejudice substantially the commercial or operational interests of any person;
“Contract”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;

“Contract Period”	means (subject to earlier termination in accordance with its terms or by operation of law) the duration of the Contract as set out in the Order starting on the Commencement Date;
“Contract Price”	means the monies payable by the Participating Authority to the Contractor for the Goods pursuant to the Contract in strict accordance with the Contract Pricing;
“Contract Pricing”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Contractor”	means the Framework Participant to whom an Order has been submitted by a Participating Authority pursuant to the Framework Agreement;
“Contractor Personnel”	means any and all directors, officers, employees, agents, consultants and contractors of the Contractor, of any permitted sub-contractor and/or of any Sub-processor engaged in the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods;
“Contractor Terms”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Controller”	shall have the meaning given in the UK GDPR;
“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Contractor or any Sub-processor under or in connection with the Contract, and/or actual or potential loss and/or destruction and/or corruption of Personal Data in breach of the Contract, including but not limited to any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	means (i) the UK GDPR; (ii) the DPA 2018 to the extent that it relates to the Processing of Personal Data and privacy; and (iii) any other Law in force from time to time with regards to the Processing of Personal Data and privacy, which may apply to either Party in respect of its activities under the Contract;
“Data Protection Officer”	means the person designated as such pursuant to Article 37 of the UK GDPR;

“Data Subject”	shall have the meaning given in the UK GDPR;
“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with access and other rights granted to the Data Subject pursuant to the Data Protection Legislation in respect of their Personal Data;
“Day”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Direct Losses”	means all damage, losses, indebtedness, claims, actions, cash, expenses (including the cost of legal or professional services and all legal costs), proceedings, demands and charges whether arising under statute, contract or at common law excluding Indirect Losses;
“DPA 2018”	means the Data Protection Act 2018;
“DP Losses”	means all liabilities and amounts, including all: <ul style="list-style-type: none"> a) Direct Losses; b) costs and expenses relating to reconstitution and/or correction of the Personal Data and any and all records comprising the same; and c) to the extent permitted by applicable Law: <ul style="list-style-type: none"> (i) administrative fines, penalties, sanctions, liabilities or other remedies imposed by the Commissioner; and (ii) compensation to a Data Subject ordered by the Commissioner;
“Force Majeure Event”	means one or more of the following to the extent that it is not attributable to the Contractor or the Contractor’s staff: war, civil war (whether declared or undeclared), riot or armed conflict; radioactive, chemical or biological contamination; pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed; acts of terrorism; explosion; fire; flood; extraordinarily severe weather conditions which are both unforeseen and for which precautions are not customarily taken by prudent business organisations so as to avoid or mitigate the impact thereof; industrial action which affects the supply of the Goods, but which is not confined to the workforce of the Contractor or is site specific; pestilence; the actions of governmental authorities to the extent that such actions are implemented either pursuant to emergency powers or otherwise outside the usual course of governmental business; or act of God, or other event which is unforeseen as at the

	Commencement Date and which is beyond the reasonable control of the Party in question and could not have been avoided or mitigated by the exercise of all reasonable care by that Party and further provided that such event materially affects the ability of the Party seeking to rely upon it to perform its obligations under the Contract;
“Framework Agreement”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Framework Contractors”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Framework Participant”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Framework Principal Conditions”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Goods”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Head of Procurement”	means the person from time to time appointed by the Participating Authority as head in charge of its procurement activities;
“Health Board”	means an entity established pursuant to the National Health Service (Scotland) Act 1978 (as amended);
“Indirect Losses”	means loss of profits, loss of business, loss of business opportunity, loss of business revenue, loss of goodwill or any consequential loss or indirect loss of any nature;
“Insolvent”	means: <ul style="list-style-type: none"> (a) if the Contractor is an individual, that individual, or where the Contractor is a partnership, any partner(s) in that firm, becomes bankrupt or shall have a receiving order, administration order or interim order made against him, or shall make any composition or scheme of arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland)

Act 2016 (as amended), or any application shall be made under the Bankruptcy (Scotland) Act 2016 or the Insolvency Act 1986 for the time being in place for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors;

- (b) if the Contractor is a company, the passing by the Contractor of a resolution for its winding-up or the making by a court of competent jurisdiction of an order for the winding-up of the Contractor (or for the appointment of a provisional liquidator) or the dissolution of the Contractor, or if a receiver, manager or administrator is appointed, or documents are filed with the court for the appointment of a liquidator, receiver, manager or administrator or notice of intention to appoint a liquidator, receiver, manager or administrator is given by the Contractor or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986), or circumstances arise which entitle the court or a creditor to appoint a receiver, manager or administrator or which entitle the court to make a winding-up order, or the Contractor is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, or if the Contractor commences negotiations, or enters into any composition, compromise, assignment or arrangement with one or more of its creditors with a view to rescheduling any of its indebtedness (because of actual or anticipated financial difficulties) or a moratorium is declared in respect of any indebtedness of the Contractor or the Contractor commences or threatens to commence a company voluntary arrangement, a scheme of arrangement or a restructuring plan pursuant to Part 26A of the Companies Act 2006 or makes an arrangement with its creditors generally or makes an application to a court of competent jurisdiction for protection from its creditors generally; or
- (c) any event under the law of any other jurisdiction other than Scotland which is analogous to any of the above;

“Intellectual Property”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Invitation to Tender”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Joint Controller”	shall have the meaning given in Article 26 of the UK GDPR;
“Law”	<p>means any legislation and/or common law insofar as applicable to the performance of the Contract or any part thereof including without limitation:</p> <ul style="list-style-type: none"> (a) any subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978; and (c) any bye-law, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Participating Authority and/or the Contractor is bound to comply;
“Letter of Award”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Location”	means the location or locations (as applicable) for the delivery of the Goods (and performance of any Services comprised in the Goods) as set out in an Order;
“Medical Device Legislation”	means all applicable legislation in force from time to time in the UK relating to the regulation of medical devices which applies to either Party in respect of its activities under the Contract;
“Minimum Requirements”	means those requirements identified as such in Schedule Part 3 (Processing Information);
“Mini Tender Process”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“New Contractor”	means any entity which is awarded a contract by a Participating Authority to provide goods similar or identical to the Goods in place of the Contractor (including the Participating Authority in the event of the supply of the Goods being undertaken in-house);
“NHS Shetland Additional Conditions for the Provision of Goods”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;

“Order”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Participating Authority”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Party”	means each of the Contractor and the Participating Authority (as the parties to a Contract) and “Parties” refers to both of the Contractor and the Participating Authority collectively;
“Patient Identifiable Information”	means information relating to the identity, medical condition or history of any patient or prospective patient of the Participating Authority or any other Health Board and any and all data generated and/or derived therefrom;
“Person”	includes any individual, partnership, firm, trust, body corporate, government, governmental body, authority, agency, unincorporated body of Persons or association and a reference to a Person includes a reference to that Person's successors and permitted assignees;
“Personal Data”	shall have the meaning given in the UK GDPR;
“Personal Data Breach”	shall have the meaning given in the UK GDPR;
“Point of Contact”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Processing”	shall have the meaning given in the UK GDPR and the terms “Process” and “Processed” shall be construed accordingly;
“Processing Instructions”	shall have the meaning given in Clause 30.4;
“Processor”	shall have the meaning given in the UK GDPR;
“Prohibited Act”	shall have the meaning ascribed to it in Clause 34.2;
“Protective Measures”	means appropriate technical and organisational measures which must include the Minimum Requirements and may also include, without limitation: pseudonymising and encrypting Personal Data; ensuring confidentiality, integrity, availability and resilience of systems and services used by the Contractor and, where relevant, by any Sub-processor in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the

	supply of the Goods; ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident; and regularly assessing and evaluating the effectiveness of such technical and organisational measures adopted from time to time by the Contractor and, where relevant, by any Sub-processor;
“Purpose”	shall have the meaning given in Clause 30.4;
“Receipt of Order”	means, if personally delivered, at the time of delivery; if posted, at the expiration of forty-eight (48) hours (or in the case of airmail seven (7) Days) after the envelope containing the same was delivered into the custody of the postal authorities; and if sent by electronic mail, at the time of transmission;
“Relevant Person”	means any person who is a member of the administrative management or supervisor body of the Contractor or has powers of representation, decision or control in relation to the Contractor;
“Replacement Supplier”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Representative”	shall have the meaning given in the UK GDPR;
“Services”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions;
“Specification”	has the meaning set out in the definitions contained in the Framework Principal Conditions;
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Contractor in connection with the Contract;
“Tender”	has the meaning ascribed to it in the definitions contained in the Framework Principal Conditions;
“Third Country”	shall have the meaning given in the UK GDPR;
“Transfer”	means novation or transfer in whole or in part of the obligations and benefit of the Contract;
“Transferee”	means any party to whom a Transfer is made;
“UK GDPR”	shall have the meaning given in Section 3(10) of the DPA 2018;
“Writing”	has the meaning ascribed to it in the definitions in the Framework Principal Conditions; and

“Year”

means during the Contract Period, any twelve (12) month period commencing on the Commencement Date or an anniversary thereof.

- 1.2 In the Contractor Terms, all references to any statute or statutory provision shall be deemed to include references to any statute or statutory provision which amends, extends, consolidates or replaces the same and shall include any orders, regulations codes of practice, instruments or other subordinate legislation made thereunder and any conditions attaching thereto.
- 1.3 Any headings to Clauses, together with the front cover and the index are for convenience only and shall not affect the meaning of the Contractor Terms. Unless the contrary is stated references to Clauses shall mean the Clauses of the Contractor Terms.
- 1.4 Unless otherwise expressly defined in the Contractor Terms, the words used in the Contractor Terms shall bear their natural meaning. The Parties have had equal opportunity to take legal advice and the contra proferentem rule shall not apply to the interpretation of the Contractor Terms.
- 1.5 Where a term of the Contractor Terms provides for a list of items following the word "**including**" or "**includes**" then such list is not to be interpreted as being an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. The ejusdem generis principle is not to be applied when interpreting the Contractor Terms. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.6 In the Contractor Terms, words importing any particular gender include

all other genders.

- 1.7 In the Contractor Terms, words importing the singular only shall include the plural and vice versa.
- 1.8 Subject to the contrary being stated expressly or implied from the context in the Contractor Terms, all communication between the Parties shall be in Writing.
- 1.9 All monetary amounts are expressed in pounds sterling but in the event that pounds sterling is replaced as legal tender in the United Kingdom by a different currency then all monetary amounts shall be converted into such other currency at the rate prevailing on the date such other currency first became legal tender in the United Kingdom.
- 1.10 Except where an express provision of the Contractor Terms states the contrary, each and every obligation of a Party under the terms and conditions is to be performed at that Party's cost.
- 1.11 Any reference to a Party "**procuring**" another person to act or omit to act in a certain manner shall mean that the Party so procuring shall be liable for any default on the part of the person acting or omitting to act in that manner.
- 1.12 All references to the Contractor Terms include (subject to all relevant approvals) a reference to the Contractor Terms as amended, supplemented, substituted, novated or assigned from time to time.
- 1.13 For resolution of a conflict or inconsistency in the Contract, the documents shall rank in the following descending order of importance:
 - Order;
 - any special terms agreed in Writing between the Participating Authority and the Contractor pursuant to the Mini Tender Process (if any);
 - Invitation to Tender pursuant to a Mini Competition Process (if

any);

- Tender pursuant to a Mini Competition Process (if any);
- Letter of Award;
- NHS Shetland Additional Conditions for the Provision of Goods;
- NHS Shetland Conditions for the Provision of Goods;
- Framework Principal Conditions;
- Conditions for Mini Tender Process set out in Part 1 of the Schedule;
- Invitation to Tender;
- Tender.

2. POSITION OF THE AUTHORITY

Each Contract for supply of the Goods shall be between the Contractor and the Participating Authority and the Authority is not a party thereto.

3. ORDERING OF GOODS AND DELIVERY

3.1 The Participating Authority shall purchase and the Contractor shall supply the Goods in accordance with the Order which shall be in Writing, submitted by the Participating Authority to the Point of Contact, and supply of the Goods by the Contractor and acquisition of the Goods by the Participating Authority shall be subject to the Contractor Terms which shall govern the Contract between the Participating Authority and the Contractor to the exclusion of any other terms and conditions. The Contractor agrees that it will not in its dealings with the Participating Authority seek to impose or rely on any other terms and conditions and no other terms and conditions shall be attached to any order or invoice by the Contractor.

3.2 Orders shall be submitted by the Participating Authority to the Contractor

in Writing detailing the Goods required, specifying the Contract Price, the Location, the timescale for delivery pursuant to Clause 4.1 and the Contract Period.

- 3.3 In the absence of Written agreement between the Participating Authority and the Contractor to the contrary, the Goods shall be delivered by the Contractor carriage-paid and in such quantities, in such manner, and at such times and to such places specified by a Participating Authority in an Order.
- 3.4 The Contractor shall deliver the Goods to the Location and in accordance with any delivery instructions in an Order or such other location as agreed by the Parties in Writing. Goods must be accompanied by a clean, legible delivery note in accordance with Clause 6.1.2.
- 3.5 Delivery shall be completed when the Goods have been unloaded at the Location and such delivery has been accepted by a duly authorised agent, employee or Location representative of the Participating Authority. The Participating Authority shall procure that such duly authorised agent, employee or Location representative of the Participating Authority is at the Location in order to accept such delivery. The Contractor shall procure a signature of such duly authorised agent, employee or Location representative of the Participating Authority on the relevant delivery documentation, which shall act as proof of acceptance of the delivery for the purposes of this Clause 3.5.
- 3.6 Unless agreed in advance with the Participating Authority, if the Goods are delivered before the date specified in the Order (or such other date which the Contractor and the Participating Authority have agreed in Writing), the Participating Authority shall be entitled at its sole discretion to refuse to take delivery or to charge for insurance and storage of the Goods until the contractual date for delivery.

- 3.7 In the event that the Participating Authority specifies next day or short notice deliveries in an Order, and where such delivery timescales are not otherwise agreed within the terms of the Contract, the Contractor may charge any reasonable and properly incurred additional costs incurred by the Contractor in respect of the delivery of the said Goods to the Participating Authority.
- 3.8 Any carrier engaged in the carriage and/or delivery of the Goods shall be deemed to be an agent of the Contractor and not the Participating Authority.
- 3.9 Part deliveries may be rejected unless the Participating Authority has previously agreed in Writing to accept such deliveries.
- 3.10 The Contractor is responsible for obtaining all export and import licences for the Goods and shall be responsible for any delays due to such licences not being available when required.
- 3.11 In the case of any Goods supplied from outside the United Kingdom, the Contractor shall ensure that accurate information is provided to the Participating Authority as to the country of origin of the Goods and shall be liable to the Participating Authority for any additional duties or taxes for which the Participating Authority may be accountable should the country of origin prove to be different from that advised by the Contractor.
- 3.12 The Parties acknowledge and agree that the supply of Goods under the Contract is not an exclusive arrangement and that the Participating Authority may purchase goods from any third party that are the same as or comparable to the Goods and the Contractor may supply goods to any third party that are the same as or comparable to the Goods.
- 3.13 The Participating Authority may, at any time during the Contract Period, require the Contractor to deliver up to the Participating Authority any data captured, collated or otherwise acquired by the Contractor in the course

of, or derived from, the performance of the Contract (including the supply of the Goods (and performance of the Services (if any) comprised in the Goods)) in the format and on the media reasonably specified by the Participating Authority.

4. TIME

- 4.1 The time(s) of delivery of the Goods shall be stated in the Order or, in the absence of any such statement, shall conform to the Specification (or as otherwise agreed in Writing between the Parties) and if no time for delivery is expressly agreed then delivery (and completion of performance of the services (if any) comprised in the Goods) shall be made within fourteen (14) Days of Receipt of Order.
- 4.2 Where the time(s) of delivery of the Goods has been agreed by the Parties and stated in the Order or otherwise agreed in Writing (and for the avoidance of doubt not where delivery is to be made within fourteen (14) Days of Receipt of Order because no time for delivery has expressly been agreed) then time for delivery shall be of the essence in relation to such delivery and without prejudice to any other right or remedy of the Participating Authority.
- 4.3 The Participating Authority may at its sole discretion, delay for a reasonable period, an agreed time of delivery provided that a minimum of three (3) Days' Written notice is given to the Point of Contact.
- 4.4 Subject always to Clause 50 (Force Majeure), failure by the Contractor to deliver the Goods or any part of them within the time agreed in accordance with Clause 4.1 shall without prejudice to the Participating Authority's other rights and remedies, entitle the Participating Authority (at its option):
 - 4.4.1 to withdraw all Goods or such part thereof from the Contract provided confirmation is given to the Point of Contact in Writing

to this effect;

4.4.2 to release itself from any obligations to accept and pay for such Goods provided confirmation is given to the Point of Contact in Writing to this effect;

4.4.3 to purchase other goods of the same or similar description from the Contractor or any third party; and/or

4.4.4 to recover from the Contractor, the amount by which the cost of purchasing other goods exceeds the amount that would have been payable to the Contractor in respect of the Goods replaced by such purchase and all costs incurred by the Participating Authority in purchasing such alternative goods, provided that the Participating Authority uses all reasonable endeavours to mitigate its losses in this respect.

5. CONTRACT PRICE AND PAYMENT

5.1 In consideration of the Contractor's due and proper performance of its obligations under the Contract, the Contractor may charge the Participating Authority the Contract Price in accordance with this Clause 5 (Contract Price and Payment).

5.2 The Contract Price shall be net. In the absence of Written agreement by the Parties to the contrary, the Contract Price shall include the cost of packaging, packing materials, addressing, labelling, loading and delivery to the Location, and all appropriate tax (excluding VAT) and duty.

5.3 Invoices shall not be rendered by the Contractor until completion of delivery of all of the Goods which are the subject of the Order unless otherwise agreed in Writing. Where the Parties agree delivery by instalments, the Contractor may render an invoice for each delivered instalment.

5.4 Invoices shall be sent by the Contractor in accordance with any

applicable requirements as set out in the Order or otherwise as may be reasonably required by the Participating Authority.

- 5.5 Subject always to Clause 13 (Rejection of Goods), the Participating Authority shall pay the price in each valid invoice to the Contractor (by BACS (Bank Automated Clearing System) if the Participating Authority so chooses), within thirty (30) Days of receipt of the Goods (in accordance with the Contract), or a Contractor's valid invoice (rendered in accordance with this Clause 5 (Contract Price and Payment) and Clause 6.1), whichever is later.
- 5.6 Except where otherwise stated in the Order, the Contract Price is exclusive of VAT that shall be payable, if applicable, by the Participating Authority in addition to such part of the Contract Price as is payable under each valid invoice at the rate prevailing as at the relevant tax invoice date. All invoices provided to the Participating Authority by the Contractor shall show the VAT calculations separately.
- 5.7 The Participating Authority shall not be responsible for the payment of any charges for Goods supplied in excess of the Goods required by the Order.
- 5.8 No payment of or on account of the Contract Price (or any part thereof) shall constitute any admission by the Participating Authority as to proper performance by the Contractor of its obligations pursuant to the Contract.
- 5.9 In the event of the Participating Authority breaching Clause 5.5, the Contractor shall be entitled to charge interest on the outstanding amount owed by the Participating Authority in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

6. FORMS

- 6.1 Unless otherwise agreed in Writing by the Participating Authority and the Contractor:

- 6.1.1 an invoice shall be rendered on the Contractor's own invoice form; and
- 6.1.2 all delivery notes and invoices shall be clearly marked with the Participating Authority's Order number, the name and address of the Participating Authority and the full and accurate description and quantity of the Goods and date of delivery (and performance of any associated Services).
- 6.2 Subject to the prior written agreement of the Parties, the arrangements set out in Clause 6.1 may be suspended in favour of alternative arrangements (including electronic trading and new logistics processes) at the option of the Participating Authority.

7. PACKAGING

- 7.1 Where the Goods are imported into the United Kingdom then for the purposes of The Producer Responsibility Obligations (Packaging and Packaging Waste) Regulations 2024 (and any other applicable regulations relating to packaging and packaging waste) the Contractor shall assume the rolled-up obligations for all the activities performed outside the United Kingdom in relation to the Goods and the packaging which is used for the containment, protection, handling, delivery and presentation of the Goods in addition to any other obligations the Contractor may have pursuant to the said regulations.
- 7.2 The Goods shall be securely packed and marked in a proper manner and in accordance with the Specification and any requirement of the carriers in trade packages of a type normally used by the professional contractors for commercial deliveries of the same or similar goods either in retail or in bulk quantities within the United Kingdom.
- 7.3 The following details shall be shown on the outside of every package unless otherwise specified in the Order:

- 7.3.1 a description of the Goods which shall include, without limitation, the weight of the Goods where available and the Participating Authority's Order number;
 - 7.3.2 the quantity of each type of Goods in the package where available;
 - 7.3.3 any special directions for storage;
 - 7.3.4 the expiry date of the contents where available;
 - 7.3.5 the batch number of each type of Goods;
 - 7.3.6 the name of the manufacturer of the Goods and the Contractor;
and
 - 7.3.7 prominent and adequate warnings (in respect only of all containers of hazardous goods).
- 7.4 The Contractor shall be familiar with and comply with all conditions regarding packaging and containers and pallets, which are referenced in the Invitation to Tender including "Packaging Specification for Goods Deliveries to NP Logistics National Distribution Centre" as updated from time to time and made available to the Contractor. In the event of a discrepancy between any of the terms of Clauses 7, 8, 9 or 20 hereof and the provisions of the said document, the provisions of the said document shall prevail.

8. IDENTIFICATION OF GOODS AND TRACEABILITY

- 8.1 All Goods that customarily bear any mark, tab, brand, label, serial number or other device indicating place of origin, inspection by any government or other body or standard of quality must be delivered by the Contractor with all the said marks, tabs, brands, labels, serial numbers or other devices intact.
- 8.2 The Contractor will procure that during the manufacturing process and/or on receipt of Goods (from manufacturers'/contractors' premises) all

Goods must be checked and logged.

- 8.3 The Contractor will procure that all information regarding batch codes and/or serial numbers of remaining stocks of goods (which would comprise Goods, if made the subject of an Order) are recorded and retained for a period of no less than one (1) year from the last date of delivery of Goods under such Order to enable rapid checks to be made on such remaining stocks and products to be traced in the event of a series of complaints or product recall.

9. CONTAINERS AND PALLETS

The Contractor shall collect without charge any returnable containers (including pallets) within twenty-one (21) Days of the date of the relevant delivery note unless otherwise instructed in Writing by the Participating Authority. Empty containers not so removed may be returned by the Participating Authority at the Contractor's expense or otherwise disposed of at the Participating Authority's discretion. The Contractor shall credit in full any charged containers upon such collection, return or disposal.

10. VARIATION OF THE CONTRACT

The Contractor Terms may not be varied otherwise than in accordance with the Framework Principal Conditions.

11. PROPERTY AND RISK

Without prejudice to each of the Party's other rights and obligations (including without limitation, the Participating Authority's rights under Clause 13 (Rejection of Goods)), title and risk in the Goods shall pass to the Participating Authority immediately following delivery of the Goods and acceptance thereof in accordance with Clause 3.5.

12. TOOLS

Any tools, patterns, materials, drawings, specifications and/or other data provided by the Participating Authority to the Contractor in connection with the Contract will at all times be at the Contractor's risk and remain the property of the Participating Authority and shall be delivered up to the Participating Authority immediately on request and are to be used by the Contractor solely for the purpose of completing the Contract.

13. REJECTION OF GOODS

- 13.1 Without prejudice to the operation of Clause 13.4, the Goods shall be inspected on behalf of the Participating Authority within a reasonable time after delivery under Clause 3 (Ordering of Goods and Delivery) and may be rejected if found to be defective or inferior in quality to or differing in form or material from the requirements of the Contract, or if they do not comply with any term, whether expressed or implied, of the Contract.
- 13.2 Without prejudice to the operation of Clause 13.4, the Participating Authority shall notify the Contractor of:
 - 13.2.1 the discovery of any defect within a reasonable time of its discovery and shall give the Contractor reasonable opportunities to investigate such defect as long as the Contractor acts in a timely manner; and
 - 13.2.2 any shortage or damage caused in transit and found on delivery within fourteen (14) Days of delivery or such other time as agreed by the Parties.
- 13.3 The whole of any delivery may be rejected if a reasonable sample of the Goods taken indiscriminately from that delivery is found not to conform in every material respect to the requirements of the Contract.
- 13.4 The Participating Authority's right of rejection shall continue irrespective of whether the Participating Authority has in law accepted the Goods. In particular, taking delivery, inspection, or use of or making payment for

the Goods (or part of them) by the Participating Authority shall not constitute acceptance, waiver or approval and shall be without prejudice to any right or remedy that the Participating Authority may have against the Contractor, provided that the right of rejection shall cease within a reasonable time from the date on which the Participating Authority discovers or might reasonably be expected to discover the defect or other relevant breach of contract.

- 13.5 Goods so rejected after delivery shall be removed by the Contractor at its own expense within fourteen (14) Days from the date of notification of rejection. If the Contractor fails to remove them within such period, the Participating Authority may return the rejected Goods at the Contractor's risk and expense and charge the Contractor for the cost of storage from the date of rejection. For the avoidance of doubt, Goods so rejected shall not be considered received by the Participating Authority, for the purposes of Clause 5.5.
- 13.6 If the Participating Authority so elects, and without prejudice to the Participating Authority's other rights and remedies, the Contractor shall free of charge and as quickly as possible either repair or replace such of the Goods as have been rejected by the Participating Authority in terms of this Clause 13 (Rejection of Goods).

14. QUALITY

- 14.1 The Goods shall be of first class quality, new, and shall be supplied strictly in accordance with the Specification and/or any sample previously provided to the Authority.
- 14.2 The Contractor warrants to the Participating Authority that the Goods shall conform to all relevant standards, specifications and conditions and all work performed by the Contractor shall be in accordance with best industry standards and practice.

- 14.3 The provisions of this Clause 14 (Quality) shall survive any performance, acceptance or payment pursuant to the Contract or remedial services provided by the Contractor.
- 14.4 The Contractor warrants that all statements and representations made in the Contractor's Tender response for the provision of the Goods (including any response submitted by or on behalf of the Contractor pursuant to any Mini Tender Process) and any response to any Single Procurement Document (Scotland) (SPD) submitted by or on behalf of the Contractor in respect of the provision of the Goods, in each case as clarified and/or amended in any subsequent submissions and accepted by the Authority/Participating Authority (as appropriate) relating to such submissions are true and accurate in all material respects.
- 14.5 The Contractor agrees to assign to the Participating Authority upon request the benefit of any warranty, guarantee or similar right which it has against any third party contractor or manufacturer of the Goods which are the subject of the Contract or any part thereof.
- 14.6 The Goods may be inspected by or on behalf of the Participating Authority either on the Contractor's premises or after delivery. Free access to the Contractor's premises for this purpose shall be granted to any authorised representative of the Participating Authority, provided a minimum of twenty-four (24) hours prior notification is given to the Contractor of this request.
- 14.7 The Goods shall be fit and sufficient for the purpose for which such goods are ordinarily used and for any particular purpose made known to the Contractor by the Authority on behalf of the Participating Authority and the Participating Authority relies on the skill and judgement of the Contractor in the supply of the Goods (and performance of the Services (if any) comprised in the Goods) and the execution of the Contract.

14.8 The Goods shall conform in all respects with all Laws.

15. HEALTH AND SAFETY

15.1 The Contractor represents and warrants to the Participating Authority that the Contractor has satisfied itself that all necessary tests and examinations have been made or will be made (including all tests and examinations of all applicable Locations) prior to delivery of the Goods to ensure that the Goods are designed and constructed so as to be safe and without risk to the health and safety of persons using the same and that it has made available to the Participating Authority adequate information about the use for which the Goods have been designed and have been tested and about any conditions necessary to ensure that when put to use the Goods will be safe and without risk to health.

15.2 Without prejudice to the generality of Clause 15.1, the Contractor warrants that the sale, supply, importation, manufacture and assembly of such of the Goods as are either medicinal products within the meaning of the Medicines Act 1968 or medical devices within the meaning of the Medical Device Legislation shall comply respectively with the provisions of the Medicines Acts 1968 and 1971 as from time to time amended or with the provisions of the Medical Device Legislation as from time to time amended, and the provisions of any relevant regulations made under these respective pieces of legislation.

15.3 In the event that the Contractor is in breach of Clauses 15.1 or 15.2 then without prejudice to any other right or remedy of the Participating Authority, the Participating Authority shall be entitled to reject the Goods and the Contractor shall, subject to Clause 17 (Liability and Indemnity), indemnify the Participating Authority against all Direct Losses incurred by the Participating Authority as a result of such breach by the Contractor, including the cost of purchasing alternative goods and all

administrative costs incurred by the Participating Authority in inviting and awarding tenders for the supply of such alternative goods.

- 15.4 The Contractor shall observe, and ensure that all Contractor Personnel which it engages in relation to the Services comprised in the Goods (if any) observe all health and safety rules and regulations and any other security requirements that apply at the Location, and that have been communicated to it or about which, the Contractor ought reasonably to be aware. The Contractor shall not be liable under the Contract if, as a result of such observation, it is in breach of any of its obligations under the Contract. The Participating Authority shall be entitled to refuse any person in breach of such health and safety rules and regulations and other security requirements access to the Location, or any part thereof.

16. TRANSFER AND SUB-CONTRACTING

- 16.1 The Contractor shall not assign or Transfer the whole or any part of the Contract without the prior Written consent of the Participating Authority, provided always that the Contract shall Transfer automatically to any Replacement Supplier or Transferee approved by the Authority in terms of Clause 15 (Assignment and Transfer) of the Framework Principal Conditions.
- 16.2 The Contractor shall not sub-contract the production or supply of any of the Goods without the prior Written consent of the Participating Authority. Without prejudice to the foregoing, in the event that the Contractor sub-contracts the production or supply of any Goods, every act or omission of the sub-contractor shall for the purposes of the Contract be deemed to be the act or omission of the Contractor and the Contractor shall be liable to the Participating Authority as if such act or omission had been committed or omitted by the Contractor itself.
- 16.3 The Participating Authority shall be entitled to assign, novate, contract or

otherwise dispose of its rights and obligations under the Contract or any part thereof to:

16.3.1 any other Participating Authority; or

16.3.2 any other body (including but not limited to any private sector body) which substantially performs any of the functions that previously had been performed by the Participating Authority.

16.4 Without prejudice to Clause 16.3 the Contract shall automatically devolve to any statutory successor of the Participating Authority.

16.5 Any change in the legal status of the Participating Authority shall not affect the validity of the Contract. In such circumstances the Contract shall bind and inure to the benefit of any successor body of the Participating Authority.

16.6 The Participating Authority shall be entitled to disclose to any body to whom the Contract may be transferred pursuant to the foregoing provisions any Confidential Information of the Contractor which relates to the performance of the Contract by the Contractor. In such circumstances the Participating Authority shall authorise the said transferee to use such Confidential Information only for the purpose relating to the performance of the Contract and for no other purpose and shall take all reasonable steps to ensure that such body accepts an obligation of confidence in terms similar to Clause 28 (Confidentiality).

16.7 Where the Contractor enters into a sub-contract for the purpose of performing the Contract, the Contractor shall cause a term to be included in such sub-contract:

16.7.1 which requires payment to be made to the sub-contractor within a specified period not exceeding thirty (30) days from receipt of a valid invoice as defined by the sub-contract requirements and provides that, for the purpose of payment alone, where the

Participating Authority has made payment to the Contractor and the sub-contractor's invoice includes Goods in relation to which payment has been made by the Participating Authority then, to the extent that it relates to such Goods, the invoice shall be treated as valid and payment shall be made to the sub-contractor without deduction;

16.7.2 which notifies the sub-contractor that the contract forms part of a larger contract for the benefit of the Participating Authority and that should the sub-contractor have any difficulty in securing the timely payment of an invoice that matter may be referred by the sub-contractor to the Participating Authority; and

16.7.3 in the same terms as set out in this Clause 16.7 (including for the avoidance of doubt this Clause 16.7.3) subject only to modification to refer to the correct designation of the equivalent party as the Contractor and sub-contractor as the case may be.

17. LIABILITY AND INDEMNITY

17.1 The Contractor shall indemnify and hold harmless the Participating Authority against all Direct Losses which the Participating Authority may suffer or incur to the extent such Direct Losses are incurred by the Participating Authority as a result of or in connection with:

17.1.1 any alleged or actual infringement of any third party's Intellectual Property Rights or other rights arising out of the use or supply of the Goods; or

17.1.2 a breach of, or negligent performance or failure or delay in performance of, the Contract by the Contractor including any supply of Goods in breach of the Contractor Terms.

17.2 Except in the case of:

17.2.1 the indemnity provided by the Contractor under Clause **Error!**

Reference source not found.; and

17.2.2 death or personal injury caused by negligence, and fraudulent misrepresentation or in other circumstances where liability may not be so limited under any applicable law,

in each case in respect of which liability shall be unlimited; and

17.2.3 the indemnity provided by the Contractor under Clause 30.28, which shall be subject to the limitation on liability set out in Clause 17.4 below,

the liability of either Party under or in connection with the Contract, whether arising in contract, delict, negligence, breach of statutory duty or otherwise shall (subject to Clause 17.3) not exceed the greater of TWO MILLION POUNDS STERLING (£2,000,000) or one hundred and fifty percent (150%) of the total Contract Price paid or payable by the Participating Authority to the Contractor in respect of Goods supplied or to be supplied under the Contract, or where an alternative sum is specified in the Invitation to Tender, Mini Tender Process or Letter of Award, the sum so specified.

17.3 If the total Contract Price paid or payable by the Participating Authority to the Contractor over the Contract Period is less than or equal to one million pounds Sterling (£1,000,000), then the figure of TWO MILLION POUNDS STERLING (£2,000,000) in Clause 17.2 above shall be replaced with ONE MILLION POUNDS STERLING (£1,000,000).

17.4 The total aggregate liability of the Contractor pursuant to the indemnity provided by the Contractor under Clause 30.29 shall (unless expressly stated otherwise in the NHS Shetland Additional Conditions for the Provision of Goods) be limited to the greater of five million pounds Sterling (£5,000,000) or two hundred percent (200%) of the total

Contract Price paid or payable by the Participating Authority to the Contractor in respect of Goods supplied or to be supplied under the Contract.

17.5 The Contract Price of the Goods has been negotiated and agreed on the basis that the Parties may limit their liability to each other as set out in the Contractor Terms.

17.6 The provisions of this Clause 17 (Liability and Indemnity) shall survive termination of the Contract, however arising.

17.7 The Contractor acknowledges and agrees that:

17.7.1 the Participating Authority is entering into the Contract on the basis of the Specification and the Specification is accurate and complete in all material respects, and is not misleading; and

17.7.2 if it considers that the Participating Authority is not, or may not, be complying with any of the Participating Authority's obligations, it shall only be entitled to rely on this as relieving the Contractor's performance under the Contract:

(a) to the extent that it restricts or precludes provision of the Goods by the Contractor; and

(b) if the Contractor, promptly after the actual or potential non-compliance has come to its attention, has notified details to the Participating Authority in Writing.

18. INSURANCE

The Contractor shall effect with a reputable insurance company a policy or policies of insurance covering employers' liability, public liability and product liability, each with a minimum limit of indemnity of FIVE MILLION POUNDS STERLING (£5,000,000) for any one incident or series of related incidents in any one Year, or (if applicable) such alternative insurances and/or limits of cover as have been specified in the Invitation to Tender and/or Letter of Award and/or Mini

Tender Process, or as otherwise may be agreed between the Participating Authority and the Contractor in Writing. The Contractor shall at the request of the Participating Authority produce the relevant policy or policies together with the receipts or other evidence of payment of the latest premium due thereunder.

19. DISPUTE RESOLUTION PROCEDURE

- 19.1 During any dispute, including a dispute as to the validity of the Contract, the Contractor shall continue its performance of the provisions of the Contract (unless and to the extent only that the Participating Authority requests in Writing to the Point of Contact that the Contractor does not do so).
- 19.2 The Parties will use all of their respective reasonable endeavours to resolve such dispute by negotiation. If negotiations fail to resolve such dispute either Party may refer the matter to an independent assessor chosen by mutual agreement, or failing agreement, appointed on the application of either Party by the President of the Law Society of Scotland. The Parties will co-operate with any person appointed as an independent assessor providing him with such information and other assistance as he shall require and will pay his costs, as he shall determine or in the absence of such determination such costs will be shared equally. Neither Party will commence legal proceedings against the other until thirty (30) Days after the independent assessor's intervention in the dispute in question has failed to resolve the dispute.

20. ENVIRONMENTAL CONSIDERATIONS

- 20.1 The Contractor shall comply in all material respects with applicable environmental laws and regulations in force from time to time in relation to the Goods or any other matter which is the subject of the Contract. Where the provisions of any such legislation are implemented by the use of voluntary agreements or codes of practice (as amended from time to

time), the Contractor shall comply with such agreements or codes of practice as if they were incorporated into Scots law. Without prejudice to the generality of the foregoing, the Contractor shall:

20.1.1 comply with all reasonable stipulations of the Participating Authority aimed at minimising the packaging of the Goods, or any other products supplied by the Contractor pursuant to the Contract;

20.1.2 promptly provide such data as may reasonably be requested by the Participating Authority from time to time regarding the weight and type of packaging according to material type used in relation to all Goods or any other products supplied to the Participating Authority under or pursuant to the Contract;

20.1.3 comply with all obligations imposed on it in relation to the Goods by The Producer Responsibility Obligations (Packaging and Packaging Waste) Regulations 2024 and any other applicable regulations relating to packaging and packaging waste;

20.1.4 label all Goods supplied under the Contract, and the packaging of those Goods, to highlight environmental and safety information as required by applicable UK legislation; and

20.1.5 promptly provide all such information regarding the environmental impact of any Goods supplied or used under the Contract as may reasonably be required by the Participating Authority to permit informed choices by end users.

20.2 The Contractor shall meet all reasonable requests by the Participating Authority for information evidencing the Contractor's compliance with the provisions of this Clause 20 (Environmental Considerations).

21. CANCELLATION OF ORDERS

Orders may be cancelled without penalty by the Participating Authority provided

such notice as is referred to in the Invitation to Tender is provided by the Participating Authority (or in the absence of any reference therein to such notice period, at any time up to one (1) calendar month) prior to the delivery date of the Goods as described in Clause 4.1 (as may be amended pursuant to Clause 4.3) and such cancellation shall have immediate effect as from the date of Written notice of cancellation issued by the Participating Authority to the Contractor.

22. TERMINATION OF CONTRACT

22.1 In addition to the Participating Authority's other rights of termination set out in the Contractor Terms, and without prejudice to its other rights and remedies, the Participating Authority may, without penalty to the Participating Authority, terminate the Contract in whole or in part:

22.1.1 immediately on notice to the Contractor in the event that:

- (a) the Contractor becomes Insolvent or otherwise ceases to be capable of supplying the Goods provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 15 (Assignment and Transfer) of the Framework Principal Conditions in which event the Participating Authority shall not be entitled to terminate the Contract on the grounds of the Contractor's Insolvency;
- (b) the Contractor is in default of any duty of care or any fiduciary or statutory duty owed to any patient, employee or agent of the Participating Authority; or
- (c) the Contractor is in default of Clause 29 (Anti-Slavery and Human Trafficking Etc.) of the Framework Agreement Principal Conditions;

22.1.2 by giving fourteen (14) days' Written notice to that effect to the Contractor in the event that:

- (a) the Framework Agreement to which the Contractor is appointed has terminated;
- (b) the Contractor has failed to perform any material obligation under the Contract provided that (if capable of remedy) such failure has not been remedied to the Participating Authority's reasonable satisfaction within a period of thirty (30) days following Written notice demanding remedy of the failure in question being served by the Participating Authority on the Contractor;
- (c) the Contractor has failed (in whole or in part) to perform any obligation of the Contractor owed to the Participating Authority on more than three (3) occasions;
- (d) there is a change of ownership or control of the Contractor which, in the reasonable opinion of the Participating Authority, will have a material impact on the provision of the Goods or the image or reputation of the Participating Authority, provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 15 (Assignment and Transfer) of the Framework Principal Conditions in which event the Participating Authority shall not be entitled to terminate the Contract on the grounds of a change of ownership or control of the Contractor;
- (e) the Contractor, sub-contracts or purports to assign or Transfer the Contract or any part of the Contract in breach of Clause 16 (Transfer and Sub-Contracting); or
- (f) the Participating Authority considers that procurement of a new contract is required as a result of a substantial modification, or a series of modifications which, taken

together, constitute a substantial modification, being, or having been, effected to the Contract;

- (g) the Participating Authority becomes aware that the Contractor and/or any Relevant Person has been convicted of any of the offences listed in Regulation 58(1) of The Public Contracts (Scotland) Regulations 2015;
- (h) a court of competent jurisdiction makes a declaration that the Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under The Public Contracts (Scotland) Regulations 2015; or
- (i) proceedings are served on the Participating Authority in connection with or related to any Transfer and/or any Contract between the Participating Authority and any Transferee.

22.2 The Participating Authority shall be entitled to recover from the Contractor the amount of any Direct Losses resulting from termination by the Participating Authority under Clause 22.1 (excluding for this purpose any termination under Clauses 22.1.2(f), 22.1.2(h) or 22.1.2(i)) or any other ground of termination attributable to the default of the Contractor. For the purposes of this Clause 22.2, Direct Losses shall include all reasonable costs incurred by the Participating Authority in respect of the time spent by its officers and agents in terminating the Contract and/or in making alternative arrangements for the provision of the Goods.

22.3 The Contractor may terminate the Contract by giving one (1) month's Written notice of termination to the Head of Procurement if the Participating Authority has committed a material breach of the Contract

and the Contractor has served Written notice on the Participating Authority giving details of the breach and giving the Participating Authority twenty-eight (28) days to correct the breach but the Participating Authority has failed to do so. In the event that the Contractor terminates the Contract pursuant to this Clause 22.3, the Contractor shall be entitled to recover from the Participating Authority the amount of any Direct Losses resulting from termination of the Contract, subject always to compliance with Clause 45 (Duty to Mitigate).

- 22.4 Either Party may terminate the Contract without penalty (save in respect of antecedent breach) in the event that a Force Majeure Event prevails beyond a period of sixty (60) days following notification pursuant to Clause 50.3, by giving a minimum of thirty (30) days' Written notice to the other Party. On the expiry of this notice period, the Contract shall terminate. Such termination shall be without prejudice to the rights of the Parties in respect of any breach of the Contract occurring prior to such termination.

23. OTHER REMEDIES

Without prejudice to any other rights and remedies provided in the Contractor Terms, if any Goods are not supplied in accordance with, or the Contractor fails to comply with, any terms of the Contract, the Participating Authority shall be entitled to exercise any one or more of the following rights or remedies:

- 23.1 to terminate the Contract in accordance with Clause 22 (Termination of Contract) or any other express right of termination which may otherwise apply (and to recover from the Contractor any Direct Losses resulting from termination in accordance with Clause 22.2); or
- 23.2 to reject the Goods so supplied and to refuse to accept the supply of any further Goods by the Contractor.

24. CONSEQUENCES OF TERMINATION

- 24.1 In the event of termination of the Contract, the Participating Authority shall make payment to the Contractor of all sums properly due and payable up to the date of termination of the Contract.
- 24.2 To the extent reasonably requested by the Participating Authority, the Contractor will assist the Participating Authority in ensuring a smooth, timely, risk-reduced transition of the activities carried out under the Contract to a New Contractor at the end of the Contract Period, at the Contractor's cost, and shall return to such party as the Participating Authority may nominate, such items relating to the Contract as may have been supplied to the Contractor by or on behalf of the Participating Authority.
- 24.3 Any termination of the Contract (in whole or in part) or expiry will not prejudice the rights, obligations and duties of each Party arising prior to such termination or expiry taking effect.
- 24.4 Any termination of the Contract (in whole or in part) or expiry of the Contract shall not affect either Party's obligations which the Contractor Terms provides shall survive the termination or expiry or the continuance of the part or parts not terminated where the Contract is terminated in part only.
- 24.5 In anticipation of expiry or termination of the Contract (for any reason) the Participating Authority may require the Contractor to deliver up to the Participating Authority any data (including Confidential Information) relevant to the supply of the Goods on an appropriate media.
- 24.6 Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect after the expiry or termination of the Contract.

25. COMMUNICATIONS

All written and oral communications, all documents and the labelling and marking

of all packages shall be in English.

26. INTELLECTUAL PROPERTY

The Contractor warrants that, except to the extent that the Goods incorporate designs furnished by the Participating Authority, nothing done by the Contractor in the provision of the Goods or performance of the Contract, or use by the Participating Authority of the Goods shall infringe any Person's Intellectual Property Rights.

27. AUDIT AND ACCOUNTS

27.1 The Contractor shall keep proper records in respect of the Contract Price due to it under the Contract for the Contract Period and a minimum of three (3) years thereafter.

27.2 For the purpose of the examination and certification of the Participating Authority's accounts or any examination pursuant to Section 6(1) of the National Audit Act 1983 (or any re-enactment thereof) of the economy, efficiency and effectiveness with which the Participating Authority has used its resources, Audit Scotland, the Accounts Commission, the Auditor General and the Participating Authority or its auditors may examine such documents, information, reports, records and data, whether in human or machine-readable form as they may reasonably require which are owned, held or are otherwise within the control of the Contractor and may require the Contractor to produce such oral or written explanation as they consider necessary. The Contractor acknowledges that it will fully cooperate with any counter fraud policy or investigation, whether carried out by the Counter Fraud and Security Management Service, or any equivalent body, successor or function, at any time. For the avoidance of doubt it is hereby declared that the carrying out of an examination under Section 6(3)(d) of the National Audit

Act 1983 or any re-enactment thereof in relation to the Contractor is not a function exercisable under the Contract.

- 27.3 The Contractor shall take all reasonable steps to place similar obligations on its sub-contractors in all sub-contracts entered into in relation to the Contract to ensure access by the Participating Authority and its duly authorised representatives, where appropriate, to the relevant information of such sub-contractors.

28. CONFIDENTIALITY

- 28.1 In respect of all Confidential Information provided by, or on behalf of either Party (the “**Discloser**”) to the other Party (the “**Recipient**”), the Recipient undertakes to the Discloser that it will:

28.1.1 keep that Confidential Information completely and strictly confidential and keep in safe custody all documentation and media recording of the same;

28.1.2 save as expressly permitted in the Contractor Terms, not disclose, copy, reproduce, publish or distribute the whole or any part of that Confidential Information to any person unless authorised in Writing by a duly authorised representative of the Discloser;

28.1.3 use that Confidential Information only for the performance of the Contract and will not use that Confidential Information for its own benefit or for the benefit of anyone other than the Discloser; and

28.1.4 maintain that Confidential Information as the Discloser's property.

- 28.2 The obligation to maintain the confidentiality of, and the prohibitions and restrictions on use of, the Confidential Information shall not apply to information:

- 28.2.1 which the Discloser confirms in Writing is not required to be treated as Confidential Information;
 - 28.2.2 which is or comes into the public domain otherwise than through any disclosure prohibited by the Contract;
 - 28.2.3 which is received from a third party who lawfully acquired or developed it and who is under no obligation of confidence in relation to its disclosure; or
 - 28.2.4 which is disclosed pursuant to Clause 28.7.
- 28.3 For the purpose of this Clause 28 (Confidentiality), no Confidential Information shall be deemed to be in the public domain merely because such information is embraced by more general information or in the case of a complex body of information, because one or more elements of it are separately available in the public domain.
- 28.4 Where the Participating Authority receives Confidential Information from the Contractor, the Participating Authority may disclose such Confidential Information to, and permit its use by its staff, agents and any third party for any purpose provided for or contemplated by the Contract.
- 28.5 The Participating Authority shall be entitled to disclose any Confidential Information received from the Contractor to its professional advisors to the extent that the Participating Authority considers that they have a reasonable need to receive and consider the same.
- 28.6 Save as otherwise expressly permitted in the Contractor Terms, the Contractor shall be permitted to disclose the Confidential Information only to its directors, officers, employees, agents and professional advisors who need to see and know it in connection with supply of the Goods (who are hereafter called the "Permitted Persons") subject to obtaining confidentiality restrictions no less stringent than those set out in this Clause and if required by the Participating Authority, shall procure

that such Permitted Persons enter into a confidentiality undertaking in a form approved by the Participating Authority.

- 28.7 The Participating Authority shall be free to disclose the terms of the Contract and any documents connected with supply of the Goods to and within the Scottish Government Health and Social Care Directorates and to other Government departments, agencies and non-departmental public bodies and the Parties agree that the Participating Authority shall be free to use and disclose such information on such terms and in such manner as the Participating Authority sees fit.
- 28.8 The Parties acknowledge that damages may not be an adequate remedy for any breach of this Clause 28 (Confidentiality) by either Party or any of the Contractor's Permitted Persons and the Parties may be entitled to obtain any legal and/or equitable relief, including interdict, in the event of any breach of this Clause 28 (Confidentiality).
- 28.9 Without prejudice to the Parties' other obligations under the Contract, if directed to do so by the Discloser at any time and in any event promptly following termination or expiry of the Contract, the Recipient shall return to the Discloser or destroy all Confidential Information of the Participating Authority and shall certify that it does not retain any such Confidential Information, save to the extent that any Confidential Information needs to be retained:
- 28.10 for the purposes of the supply or receipt of the Goods;
- 28.10.1 in cases where there is a partial termination for the purposes of the performance of the remainder of the Contract;
- 28.10.2 in order to enforce any of its rights or remedies under the Contract; or
- 28.10.3 in order to maintain a record of the Confidential Information of the Discloser to enable the Recipient to establish its continuing

obligations under this Clause 28 (Confidentiality).

28.11 In the event that either Party fails to comply with this Clause 28 (Confidentiality), the other Party reserves the right to terminate the Contract by notice in writing with immediate effect.

28.12 All obligations set out in this Clause 28 (Confidentiality) to keep confidential all Confidential Information as defined in:

28.12.1 part (b) of the definition of "Confidential Information" shall remain in force in perpetuity notwithstanding the expiry or termination (for any reason) of the Contract; and

28.12.2 part (a) and part (c) of the definition of "Confidential Information" shall remain in force during the Contract Period and for a period of five (5) years thereafter.

29. FREEDOM OF INFORMATION

29.1 Nothing whether expressly provided in the Contractor Terms, or otherwise implied, shall preclude the Participating Authority from making public under the Freedom of Information (Scotland) Act 2002 and/or the Environmental Information (Scotland) Regulations 2004 and/or any codes or regulations applicable from time to time relating to access to public authorities' information ("FOI"), details of any matters relating to the Framework Agreement and/or the Contract unless (i) such details constitute a trade secret; (ii) the disclosure of such details would or would be likely to prejudice substantially the commercial interests of any person (including but not limited to the Contractor or any Participating Authority); or (iii) such details fall within any other exemption under FOI, provided always that application of any such exemption shall be at the sole discretion of the Participating Authority. The Participating Authority will take all reasonable steps to provide the Contractor with notice of any intended disclosures under FOI prior to making such information public.

29.2 The Contractor shall:

29.2.1 transfer to the Participating Authority any request for information relating to the Contract that it receives as soon as practicable after receipt and in any event within five (5) Days of receiving a request for information;

29.2.2 provide the Participating Authority with a copy of any information belonging to the Participating Authority which is in the Contractor's possession or control in the form that the Participating Authority reasonably requires within five (5) Days (or such other period as the Participating Authority may reasonably require) of the request by the Participating Authority; and

29.2.3 provide all such assistance and co-operation as may be reasonably required by the Participating Authority to enable the Participating Authority to comply with its obligations under FOI.

30. DATA PROTECTION

Controller/Processor and Personal Data

30.1 Where for the purposes of the Data Protection Legislation:

30.1.1 the Participating Authority is the Controller and the Contractor is the Processor, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 30 (Data Protection) shall apply with the exception of Clauses 30.26, 30.27 and 30.28, and Schedule Part 3 (Processing Information) shall only apply in so far as it relates to the Purpose;

30.1.2 the Participating Authority and the Contractor are Joint Controllers, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 30 (Data Protection) shall apply with the exception of Clauses 30.5, 30.25

30.27 and 30.28, and Schedule Part 3 (Processing Information) shall only apply in so far as it relates to the Purpose;

30.1.3 the Contractor is a Controller for the Additional Controller Purpose, this Clause 30 (Data Protection) shall apply, subject to the amendments set out in Clause 30.27, and Schedule Part 3 (Processing Information) shall only apply in so far as it relates to the Additional Controller Purpose;

30.1.4 the Contractor is a Controller because it (i) has that role in terms of the Data Protection Legislation in relation to the Purpose, this Clause 30 (Data Protection) shall apply, subject to the amendments set out in Clause 30.28, and Schedule Part 3 (Processing Information) shall only apply in so far as it relates to the Purpose,

and the Parties acknowledge that in connection with the Contractor's performance of its obligations pursuant to or under the Contract, including but not limited to the supply of the Goods and/or performance of the Services, the Contractor may, in terms of the Data Protection Legislation, have more than one of the roles described in this Clause 30.1. This Clause 30.1 describes what provisions of this Clause 30 (Data Protection) and Schedule Part 3 (Processing Information) apply in relation to each role.

30.2 For the avoidance of doubt, references in this Clause 30 (Data Protection) to the term "**Personal Data**" shall only apply to Personal Data Processed in the course of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services and where, and to the extent that, the Contractor is a Controller for the Additional Controller Purpose as described in Clause 30.1.3

above, shall only apply to such of this Personal Data which the Contractor Processes for the Additional Controller Purpose.

Compliance with Data Protection Legislation

- 30.3 The Contractor warrants that it will, and will procure that any and all Sub-processors will, at all times throughout the Contract Period, Process Personal Data in compliance with the Data Protection Legislation.

Processing Instructions

- 30.4 The only Processing of Personal Data that the Contractor is authorised to undertake in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services, is listed in this Clause 30 (Data Protection) and in Schedule Part 3 (Processing Information), as the same may be amended from time to time by written agreement between the Parties (together, the **"Processing Instructions"**). In addition, the Contractor warrants that it will, and will procure that any and all Sub-processors will, at all times throughout the Contract Period, only Process the Personal Data for the purposes of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services (the **"Purpose"**).
- 30.5 The Contractor shall promptly comply with any Written request from the Participating Authority requiring the Contractor to amend, transfer or delete the Personal Data.
- 30.6 The Contractor shall notify the Participating Authority immediately if it considers that any of the Participating Authority's instructions infringe the Data Protection Legislation and will provide the Participating Authority

with a Written explanation of the reasons why it considers any of the Participating Authority's instructions to be so infringing.

Assistance to the Participating Authority

30.7 The Contractor shall, as part of the supply of the Goods and/or the performance of any Services and at no additional cost or expense to the Participating Authority, provide all reasonable assistance to the Participating Authority in ensuring compliance with the Participating Authority's obligations under the Data Protection Legislation in relation to:

30.7.1 ensuring the security of the Personal Data;

30.7.2 any notifications, communications and remedial action that may be required to be made or taken following any Data Loss Event, including notifications to the Commissioner following a Data Loss Event and communications to affected or potentially affected Data Subjects;

30.7.3 responding to Data Subject Requests within the timescale set out in the Data Protection Legislation;

30.7.4 responding to any other requests, complaints or communications relating to either Party's obligations under the Data Protection Legislation;

30.7.5 responding to any request from any third party for disclosure of Personal Data;

30.7.6 any communication from the Commissioner or any other regulatory authority or any consultation by the Participating Authority with the Commissioner or any other regulatory authority, to the extent that such communication or consultation relates to or involves the Processing undertaken by the Contractor and/or any Sub-processor under or in connection

with the Contract; and

30.7.7 the preparation of any Data Protection Impact Assessment prior to commencing any new Processing that has been agreed between the Parties pursuant to Clause 30.4. Such assistance may, at the discretion of the Participating Authority, include:

- (a) a systematic description of the envisaged Processing operations and the purpose of the Processing;
- (b) an assessment of the necessity and proportionality of the Processing operations in relation to the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services;
- (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
- (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

30.8 At any time throughout the Contract Period, or following the date of termination, at the request of the Participating Authority, the Contractor shall provide to the Participating Authority a copy of all Personal Data held by the Contractor in the format and on the media reasonably specified by the Participating Authority.

Technical and Organisational Measures

30.9 The Contractor shall:

30.9.1 Process the Personal Data only in accordance with Clause 30.4, unless the Contractor is required to do otherwise by Law, in which case the provisions of Clause 30.6 shall apply; and

30.9.2 ensure that it has in place Protective Measures, to ensure a

level of security appropriate to the risk involved and which the Contractor shall maintain throughout the Contract Period at its cost and expense, and which are appropriate to protect against a Data Loss Event, having taken account of:

- (a) the nature, scope, context and purposes of the Processing;
- (b) the nature of the Personal Data to be protected;
- (c) the harm that might result from a Data Loss Event including the risks to the rights and freedoms of Data Subjects;
- (d) the state of technological development; and
- (e) the cost of implementing any measures.

Contractor Personnel

30.10 The Contractor shall ensure that it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:

30.10.1 are aware of and comply with the Contractor's duties under the Contract, in particular those obligations set out in this Clause 30 (Data Protection);

30.10.2 are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor, as the case may be, which confidentiality undertakings require the Contractor Personnel to keep the Personal Data confidential and to only Process the Personal Data for the Purpose;

30.10.3 are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in Writing to do so by the Participating Authority or as otherwise permitted by the

Contract; and

30.10.4 have undergone adequate training in the use, care, protection and handling of Personal Data and on the Data Protection Legislation insofar as it relates to Processing.

International Transfers of Personal Data

30.11 The Contractor shall not transfer Personal Data outside of the United Kingdom without the prior Written consent of the Participating Authority.

30.12 If the Participating Authority gives its Written consent to a transfer of Personal Data outside of the United Kingdom, the Contractor shall ensure that:

30.12.1 where the transfer is to a Third Country in respect of which no adequacy regulation has been made by the Secretary of State, the Contractor has Appropriate Safeguards in place in respect of such transfer and, where practicable, the particular Appropriate Safeguards to be used by the Contractor for such transfer shall be subject to the Participating Authority's prior Written approval, which approval shall not be unreasonably withheld or delayed;

30.12.2 the transfer and any Processing of Personal Data following such transfer complies at all times with Clause 30.4; and

30.12.3 the transfer otherwise complies with Data Protection Legislation.

Notifications required to be given by the Contractor to the Participating Authority

30.13 The Contractor shall, at its own cost and expense, notify the Participating Authority immediately (and within three (3) Days of receipt of the relevant communication at the latest) if it:

30.13.1 receives a Data Subject Request (or purported Data Subject Request);

30.13.2 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

30.13.3 receives any communication from the Commissioner, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Contract; or

30.13.4 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or permitted by Law,

and the Contractor will provide the Participating Authority with a copy of the relevant Data Subject Request, request, complaint or communication, as the case may be and such further information regarding the same as the Participating Authority may request from time to time.

30.14 Taking into account the nature of the Processing, the Contractor shall provide the Participating Authority with all reasonable assistance in relation to any complaint, communication or request notified to the Participating Authority pursuant to Clause 30.13 (and insofar as possible within the timescales reasonably required by the Participating Authority).

30.15 The Contractor shall, at its own cost and expense:

30.15.1 notify the Participating Authority of any Data Loss Event of which it becomes aware within twenty-four (24) hours of becoming aware of such Data Loss Event; and

30.15.2 provide the Participating Authority, as soon as practicable and wherever possible within twenty-four (24) hours of becoming aware of such Data Loss Event, with such information regarding

the Data Loss Event as the Participating Authority may reasonably require, including but not limited to:

- (a) the nature of the Data Loss Event, including, where possible the categories and approximate number of Data Subjects and Personal Data records affected by the Data Loss Event;
- (b) the likely consequences of the Data Loss Event; and
- (c) where the Data Loss Event involves the Contractor and/or any Sub-processor, the measures taken or proposed to be taken by the Contractor and/or any Sub-processor to address the Data Loss Event, including those to mitigate the possible adverse effects of the Data Loss Event.

30.16 If the Contractor cannot provide all of the information set out in Clause 30.15 within the timescale specified, the Contractor shall, within such timescale advise the Participating Authority of the delay and of the reasons for the same and advise the Participating Authority when the Contractor expects to be able to provide the relevant outstanding information, which information may be provided in phases without undue delay, as details become available.

Records

30.17 The Contractor shall maintain complete, accurate and up-to-date written records of all Processing carried out under or in connection with the Contract. Such records shall contain the following information:

30.17.1 the name and contact details of the Contractor's Representative (if any) and of the Contractor's Data Protection Officer (if any);

30.17.2 the categories of Processing carried out in connection with the Purpose;

30.17.3 where applicable, details of any transfers of Personal Data

pursuant to Clause 30.12, including the identity of the recipient of such transferred Personal Data and the countries to which such Personal Data is transferred, together with details of the Appropriate Safeguards used; and

30.17.4 a general description of the Protective Measures implemented by the Contractor pursuant to Clause 30.9.

Use of Sub-processors

30.18 The Contractor shall not allow any Sub-processor to Process any Personal Data unless the Contractor has:

30.18.1 notified the Participating Authority in Writing of the intended Sub-processor and the Processing activity that the Contractor wishes the Sub-processor to undertake on the Contractor's behalf;

30.18.2 obtained the prior Written consent of the Participating Authority in respect of the use of such Sub-processor in connection with the Processing undertaken pursuant to the Contract;

30.18.3 entered into a binding written agreement with the Sub-processor, which agreement sets out enforceable data protection obligations on the same or similar terms as set out in this Clause 30 (Data Protection) such that they apply to the Sub-processor, in particular such binding written agreement must provide:

(a) sufficient guarantees that the Sub-processor will adopt Protective Measures such that the Processing undertaken by the Sub-processor will meet the requirements of the Data Protection Legislation; and

(b) details of the Processing that is to be undertaken by the Sub-processor, which Processing shall only involve

activity that is set out in Schedule Part 3 (Processing Information); and

- (c) provided the Participating Authority with such other information regarding the Sub-processor as the Participating Authority may reasonably require from time to time.

30.19 The Contractor shall cease using a Sub-processor to undertake any Processing of Personal Data pursuant to or in connection with the Contract immediately upon receipt of a Written request from the Participating Authority requesting that such Sub-processor ceases Processing the Personal Data, in circumstances where the Participating Authority has reasonable grounds for concern about the Sub-processor's ability to carry out the Processing in accordance with the Data Protection Legislation.

30.20 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.

Audit Right

30.21 The Contractor shall, and shall procure that any and all Sub-processors shall, make available to the Participating Authority, at no cost or expense to the Participating Authority, all information necessary to demonstrate the Contractor's compliance with its obligations under this Clause 30 (Data Protection) and the Data Protection Legislation.

30.22 The Contractor shall, and shall procure that any and all Sub-processors shall, allow for and contribute to audits, including inspections, conducted by the Participating Authority or by another auditor mandated by the Participating Authority, for the purpose of reviewing and assessing the Contractor's compliance with its obligations under this Clause 30 (Data Protection) and the Data Protection Legislation, provided that the

Participating Authority shall, where possible:

30.22.1 provide the Contractor with reasonable prior notice of such audit or inspection;

30.22.2 ensure that such audit is carried out during normal business hours; and

30.22.3 ensure that each such audit and inspection is carried out so as to cause minimal disruption to the Contractor's business and other customers.

30.23 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under Clause 30.22, unless the audit identifies a breach of the Contractor's obligations under this Clause 30 (Data Protection) and/or the Data Protection Legislation, in which case the Contractor shall reimburse the Participating Authority for all of the Participating Authority's reasonable costs incurred in the course of the audit.

30.24 If an audit identifies that the Contractor has failed to perform its obligations under the Contract in any material manner, the Participating Authority may, at its sole discretion:

30.24.1 treat such failure as a material breach of the Contract; or

30.24.2 agree with the Contractor a remedial plan to resolve such failure, which remedial plan the Contractor shall implement at its sole cost and expense.

Deletion or Return of Personal Data

30.25 Within one (1) month following the date of termination of the Contract, or if earlier, the date of the cessation of the supply of Goods and/or the performance of any Services pursuant to or in connection with which the Processing of Personal Data by the Contractor on behalf of the Participating Authority was undertaken, the Contractor shall, at the

Written direction of the Participating Authority, securely delete or securely return to the Participating Authority all affected Personal Data (and any copies of it) and the Contractor shall certify in Writing to the Participating Authority that to the best of the Contractor's knowledge and belief all Personal Data (and any copies of it) have been securely deleted or securely returned to the Participating Authority, unless the Contractor is required by Law to retain the Personal Data. If the Contractor is required by Law to retain the Personal Data, the Contractor shall advise the Participating Authority of such requirement in Writing.

Additional Considerations for Joint Controllers

30.26 Where the Parties are Joint Controllers:

30.26.1 Without prejudice to Clauses 30.7 and 30.14:

- (a) the Parties agree that the Participating Authority shall handle all Data Subject Requests and all requests from third parties for disclosure of Personal Data;
- (b) the Parties agree that the Participating Authority shall be responsible for co-ordinating the notifications, communications and remedial action that may be required to be made or taken following any Data Loss Event;
- (c) each Party shall be responsible for responding to communications addressed to that Party from the Commissioner or other regulatory authority and for participating in consultations with the Commissioner or other regulatory authority at their instance relating to the Processing of any Personal Data but that Party shall keep the other Party informed in relation to same; and
- (d) any Processing Instructions which, in terms of the Data Protection Legislation, are inconsistent with the

Contractor's role as Joint Controller with the Participating Authority, shall not apply to the Contractor.

Controller for Additional Controller Purposes

30.27 Where, and to the extent that, the Contractor is a Controller pursuant to Clause 30.1.3:

30.27.1 Clauses 30.5, 30.7, 30.8, 30.14, 30.17 - 30.26 inclusive shall not apply;

30.27.2 Clause 30.4 shall apply but shall be amended such that all words in Clause 30.4 following "for the purposes of the" where they appear in the last sentence shall be deleted and replaced with the words "Additional Controller Purpose";

30.27.3 in Clause 30.9.2, the words "Protective Measures" shall be deleted and replaced with the words "appropriate technical and organisational measures";

30.27.4 Clause 30.10 shall apply but shall be amended such that:

(a) in Clause 30.10.2 the words "Additional Controller" shall be inserted prior to the word "Purpose"; and

(b) in Clause 30.10.3, the words "directed in Writing to do so by the Participating Authority" shall be deleted and replaced with the words "required or permitted by Law in connection with the Additional Controller Purpose";

30.27.5 and the Contractor requires to transfer Personal Data outside of the UK, the Contractor shall advise the Participating Authority in Writing and shall ensure that the transfer complies with the Data Protection Legislation;

30.27.6 and the Contractor receives a Data Subject Request, or any communication from the Commissioner, or any other regulatory

authority in connection with Personal Data Processed under or in connection with the Additional Controller Purpose the Contractor shall action the same.

Contractor is Controller for the Purpose

30.28 Where, and to the extent that, the Contractor is a Controller pursuant to Clause 30.1.4:

30.28.1 Clauses 30.5, 30.8, 30.17 - 30.26 inclusive shall not apply;

30.28.2 in Clause 30.9.2, the words “Protective Measures” shall be deleted and replaced with the words “appropriate technical and organisational measures”;

30.28.3 in Clause 30.10.3, the words “directed in Writing to do so by the Participating Authority” shall be deleted and replaced with the words “required or permitted by Law in connection with the Purpose”:

30.28.4 and the Contractor requires to transfer Personal Data outside of the UK, the Contractor shall advise the Participating Authority in Writing and shall ensure that the transfer complies with the Data Protection Legislation;

30.28.5 and the Contractor receives a Data Subject Request or any communication from the Commissioner, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Contract, the Contractor shall action the same in consultation with the Participating Authority.

Liability

30.29 Whether the Contractor is a Processor, Joint Controller and/or Controller, the Contractor shall indemnify and keep indemnified and defend at its own expense the Participating Authority from and against any and all DP

Losses incurred by the Participating Authority or for which the Participating Authority may become liable arising from or in connection with any failure by the Contractor or any Sub-processor or any of their employees or agents to comply with any of the Contractor's obligations under this Clause 30 (Data Protection).

30.30 The Participating Authority shall indemnify and keep indemnified and defend at its own expense the Contractor from and against any and all DP Losses incurred by the Contractor or for which the Contractor may become liable whether the Contractor is a Processor, Joint Controller and/or Controller arising solely from or in connection with any failure by the Participating Authority or its employees or agents to comply with any of the Participating Authority's obligations under this Clause 30 (Data Protection).

30.31 The provisions of Clauses 30.29 and 30.30 shall not affect the liability of either Party to any Data Subject.

30.32 The provisions of this Clause 30 (Data Protection) shall survive following termination of the Contract for any reason whatsoever.

31. THE HUMAN RIGHTS ACT 1998 AND THE ASYLUM AND IMMIGRATION ACT 1996

31.1 The Contractor shall, and shall use reasonable endeavours to procure that its employees or agents and/or sub-contractors shall, at all times, act in a way which is compatible with the Convention rights within the meaning of Section 1 of the Human Rights Act 1998 in the United Kingdom and in any other country from which any part of the performance of the Contract is provided.

31.2 The Contractor shall not and shall procure that its employees, agents and sub-contractors shall not be in breach of the Asylum and Immigration Act 1996.

32. POWER TO AGREE

- 32.1 The Contractor warrants to the Participating Authority that it has all necessary power, corporate standing and authorisation to enter into and be bound by the terms of the Contract. At all times in connection with the Contract, the Contractor shall be an independent contractor and nothing in the Contract shall create a relationship of agency or partnership or a joint venture as between the Contractor and the Participating Authority and accordingly the Contractor shall not be authorised to bind the Participating Authority.
- 32.2 The Contractor warrants that it currently has and shall maintain for the Contract Period all and any agreements (including licences) as may be required with any third parties to perform the obligations incumbent upon it under the Contract.

33. RELATIONSHIP OF THE PARTIES

The Contractor shall not incur any liabilities on behalf of the Participating Authority or make any representations or give any warranty on behalf of the Participating Authority or enter into any contract or obligation on behalf of the Participating Authority.

34. INDUCEMENTS TO PURCHASE AND PROHIBITED ACTS

- 34.1 The Contractor shall not offer to the Participating Authority or any of its employees or agents as an agreement collateral to the Contract, any inappropriate advantage. For the avoidance of doubt, the Contractor shall not breach this Clause 34.1 by virtue only of the application of a cash discount strictly in accordance with the Contract Pricing, or the institution of training of the Participating Authority's employees in accordance with the Specification.
- 34.2 For the purposes of the Contract "**Prohibited Act**" means:

34.2.1 offering, giving or agreeing to give to the Participating Authority, or any other public body or to any person employed by or on behalf of the Participating Authority, or any other public body any gift or consideration of any kind as an inducement or reward:

- (a) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of the Contract or any other agreement with the Participating Authority or any other public body; or
- (b) for showing or not showing favour or disfavour to any person in relation to the Contract or any other agreement with the Participating Authority or any other public body;

34.2.2 entering into the Contract or any other agreement with the Participating Authority or any other public body in connection with which commission has been paid or has been agreed to be paid by the Contractor or on its behalf, or to its knowledge, unless before the relevant agreement is entered into particulars of any such commission and of the terms and conditions of any such agreement for the payment of such commission have been disclosed in writing to the Participating Authority; or

34.2.3 committing any offence:

- (a) under the Bribery Act 2010;
- (b) under any Law creating offences in respect of fraudulent acts; or
- (c) at common law, in respect of fraudulent acts in relation to the Contract or any other agreement with the Participating Authority or any other public body; or
- (d) defrauding or attempting to defraud or conspiring to

defraud the Participating Authority or any other public body.

- 34.3 The Contractor warrants that in entering into the Contract it has not committed any Prohibited Act.
- 34.4 If the Contractor (or anyone employed by or acting on behalf of it) commits any Prohibited Act, then the Participating Authority shall be entitled to act in accordance with Clauses 34.5 to 34.8 below.
- 34.5 If a Prohibited Act is committed by the Contractor or by an employee not acting independently of the Contractor, then the Participating Authority may terminate the Contract with immediate effect by giving Written notice to the Contractor, and no compensation or payment shall be due to the Contractor in respect of such termination.
- 34.6 If the Prohibited Act is committed by an employee of the Contractor or a sub-contractor acting independently of the Contractor, then the Participating Authority may give Written notice to the Contractor of termination and the Contract will terminate unless, within twenty (20) Days of receipt of such notice, the Contractor terminates the employee's employment or the sub-subcontract (as the case may be) and (if necessary) procures an alternative sub-contractor acceptable to the Participating Authority.
- 34.7 Any notice of termination under this Clause 34 (Inducements to Purchase and Prohibited Acts) shall specify:
 - 34.7.1 the nature of the Prohibited Act;
 - 34.7.2 the identity of the party whom the Participating Authority believes has committed the Prohibited Act; and
 - 34.7.3 the date on which the Contract will terminate in accordance with the applicable provisions of this Clause 34 (Inducements to Purchase and Prohibited Acts).

34.8 Without prejudice to its other rights or remedies under this Clause 34 (Inducements to Purchase and Prohibited Acts), the Participating Authority shall be entitled to recover from the Contractor:

34.8.1 the amount or value of any such gift, consideration or commission; and

34.8.2 any other loss sustained in consequence of any breach of this Clause 34 (Inducements to Purchase and Prohibited Acts).

34.9 Nothing contained in this Clause 34 (Inducements to Purchase and Prohibited Acts) shall prevent the Contractor from paying any proper commission or bonus to its employees within the agreed terms of their employment.

34.10 The Contractor shall notify the Participating Authority on the occurrence (giving details) of any Prohibited Act promptly on the Contractor becoming aware of its occurrence.

35. NO PUBLICITY

Save as required by law and/or the requirements of any relevant stock exchange, no publicity shall be made by either Party relating to any matter in connection with the Contract without the prior written consent of the other Party.

36. AUTHORITY TO ACT

Any decision, act or thing that the Participating Authority is required or authorised to take or do under the Contract (including submission of Orders) may be taken or done by any person authorised, either generally or specifically, by the Participating Authority to take or do that decision, act or thing, provided that upon receipt of a Written request the Participating Authority shall inform the Contractor of the name of any person so authorised.

37. EXECUTION OF ADDITIONAL DOCUMENTS

The Contractor shall from time to time upon the request of the Participating

Authority, execute any additional documents and do any other acts or things which may reasonably be required to implement the provisions of the Contract.

38. INVALIDITY

Any provision of the Contract that is held to be invalid, illegal or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions hereof and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purposes of the Contract, the Parties shall commence good faith negotiations to remedy such invalidity.

39. NO REPRESENTATION

The Contractor acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the Goods and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the Participating Authority for any misrepresentation (whether made carelessly or not) or for breach of any warranty unless the representation relied upon is set out in the Contract or unless such representation was made fraudulently.

40. NO WAIVER

40.1 The failure by the Participating Authority or the Contractor to insist upon the strict performance of any provision, term or condition of the Contract or to exercise any right or remedy consequent upon the breach thereof shall not constitute a waiver of that Party's rights or remedies in respect of any such breach by the other Party or any subsequent breach of such provision, term or condition;

40.2 No waiver of any of the provisions of the Contract shall be effective

unless it is expressly stated to be a waiver and notified to the other Party in Writing in accordance with the provisions of Clause 47 (Notices).

41. EXPENSES

Each Party shall bear its own expenses in relation to the preparation, execution and implementation of the Contract including all costs, legal fees and other expenses so incurred.

42. CONTRACTOR WARRANTY RE NO PENDING ACTION

The Contractor warrants represents and undertakes to the Participating Authority that there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Contractor and that there are no material contracts existing to which the Contractor is a party which prevent it from entering into and performing the Contract; and that the Contractor has satisfied itself as to the nature and extent of the risks assumed by it under the Contract and gathered all information necessary to perform its obligations under the Contract and all other obligations assumed by it.

43. SET OFF

Wherever under the Contract any sum of money is recoverable from or payable by the Contractor, that sum may be deducted from any sum then due, or which at any later time may become due, to the Contractor under the Contract or under any other agreement or contract with the Participating Authority.

44. WAIVER OF CLAIMS AGAINST THE PARTICIPATING AUTHORITY

(Save in the case of fraud) no statements made by or on behalf of the Participating Authority at any time before, during or after the competition leading to conclusion of the Contract shall add to or vary the Contract or be of any force or effect unless any such pre-contractual statements are expressly set out in the Contract. The

Contractor waives any right it may have to make any claim whatsoever in connection with any non-fraudulent pre-contractual statements made by or on behalf of the Participating Authority. This waiver shall be unconditional and irrevocable, but it is expressly agreed that it shall not exclude any liability of the Participating Authority for pre-contractual statements made fraudulently.

45. DUTY TO MITIGATE

Each Party shall at all times take reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other Party pursuant to the Contract.

46. EQUALITY & DIVERSITY

46.1 The Contractor shall not discriminate unlawfully within the meaning and scope of any Law relating to discrimination (whether in relation to race, gender, disability, religion or otherwise) in employment or performance of the Contract. The Contractor shall take all reasonable steps to ensure the observance of this Clause by all staff and by all contractors and sub-contractors of the Contractor and the Contractor shall ensure that its policies and practices comply with the requirements of such Laws, including without limitation, the National Minimum Wage Act 1998, the Equality Act 2006, the Equality Act 2010 and the Pensions Act 1995 (the **“Anti-Discrimination Legislation”**).

46.2 The Contractor shall notify the Participating Authority immediately of any investigation of or proceedings against the Contractor under the Anti-Discrimination Legislation and shall cooperate fully and promptly with any requests of the person or body conducting such investigation or proceedings, including allowing access to any documents or data required, attending any meetings and providing any information requested.

- 46.3 The Contractor shall indemnify the Participating Authority against all costs, claims, charges, demands, liabilities, damages, losses and expenses incurred or suffered by the Participating Authority arising out of or in connection with any investigation conducted or any proceedings brought under the Anti-Discrimination Legislation due directly or indirectly to any act or omission by the Contractor, its agents, employees or sub-contractors.
- 46.4 The Contractor shall impose on any sub-contractor obligations substantially similar to those imposed on the Contractor by this Clause 46 (Equality & Diversity).

47. NOTICES

- 47.1 Any notice to be given under the Contract shall either be delivered personally, sent by first class recorded delivery post (air-mail if overseas) or electronic mail. Except as otherwise provided in the Contractor Terms, the address for service shall be the registered or principal office of the recipient or such other address for receipt of notices as either Party may previously have notified to the other Party in Writing. A notice shall be deemed to have been served:
- 47.1.1 if personally delivered, at the time of delivery;
 - 47.1.2 if posted, at the expiration of forty-eight (48) hours (or in the case of air-mail seven (7) Days) after the envelope containing the same was delivered into the custody of the postal authorities; and
 - 47.1.3 if sent by electronic mail, at the time of the transmission.
- 47.2 In proving such service, it shall be sufficient to prove that personal delivery was made, or that the envelope containing such notice was properly addressed and delivered into the custody of the postal authorities as prepaid first class, recorded delivery or air-mail letter (as

appropriate), or in the case of electronic mail, that the email was transmitted, including when it was sent and to what address.

47.3 All notices deliverable to the Contractor shall be addressed to the Point of Contact.

47.4 This Clause 47 (Notices) does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any method of dispute resolution.

48. SPECIFIC IMPLEMENT

The Parties acknowledge and agree that in the event of a material failure on the part of the Contractor in performance of its obligations under the Contract, the loss or damage incurred by the Participating Authority by reason of such material failure will be such that damages may not be an adequate remedy. Accordingly, the Participating Authority shall have the right to specific performance of the Contractor's obligations under the Contract. Such remedy shall be in addition to and not in lieu or limitation of other remedies provided to the Participating Authority hereunder or otherwise at law or in equity.

49. COMMUNITY BENEFITS

The Contractor shall implement and perform any Community Benefits to the extent set out in the Order or any document issued by the Participating Authority pursuant to a Mini Tender Process and the Contractor's response thereto.

50. FORCE MAJEURE

50.1 Provided that it has complied with the provisions of Clause 50.3, neither Party shall be in breach of the Contract, nor liable for any failure or delay in performance of any obligations under the Contract arising from a Force Majeure Event.

50.2 The corresponding obligations of the other Party will be suspended to the same extent as those of the first Party first affected by the Force

Majeure Event.

50.3 Whichever Party is subject to a Force Majeure Event shall not be in breach of the Contract provided that:

50.3.1 it promptly notifies the other Party in Writing of the nature and extent of the Force Majeure Event causing its failure or delay in performance, such notice to include details of the Force Majeure Event, including evidence of its effect on the obligations of the Party affected by the Force Majeure Event and any action proposed to mitigate its effect;

50.3.2 it could not have avoided the effect of the Force Majeure Event by taking precautions which, having regard to all the matters known to it before the Force Majeure Event, it ought reasonably to have taken, but did not; and

50.3.3 it has used all reasonable endeavours to mitigate the effect of the Force Majeure Event, to carry out its obligations under the Contract in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible.

50.4 Failure by the Contractor to perform any of the obligations under the Contract by virtue of a Force Majeure Event shall, without prejudice to the Participating Authority's other rights and remedies, entitle the Participating Authority (at its option):

50.4.1 to withdraw such Goods from the Order provided confirmation is given in Writing to this effect;

50.4.2 to release itself from any obligations to accept and pay for any Goods delivered late, as a direct result of a Force Majeure Event, provided confirmation is given in Writing to this effect; and

50.4.3 to purchase other goods of the same or similar description from any other Framework Contractor or any third party.

51. FAIR WORK PRACTICES

The Contractor shall implement and commit to any fair work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of the Contract to the extent set out in the Specification or otherwise in the Contract.

52. LAW

The Contract shall be governed and construed in accordance with Scots law and both Parties hereby irrevocably submit to the exclusive jurisdiction of the Scottish Courts.

SCHEDULE: PART 3

PROCESSING INFORMATION

1. In this Schedule Part 3, expressions defined in the Framework Principal Conditions or in the NHS Shetland Conditions for the Provision of Goods and used in this Schedule Part 3 shall have the meaning set out in the Framework Principal Conditions or in the NHS Shetland Conditions for the Provision of Goods, whichever is applicable.
2. The Contractor shall comply with any further Written instructions with respect to Processing issued by the Participating Authority.
3. Any such further instructions shall be incorporated into this Schedule Part 3.
4. This Schedule Part 3 must be read in conjunction with Clause 30.26.1(d)

Description	Details relevant to the Purpose	Details relevant to the Additional Controller Purpose
Subject matter of the Processing	The subject matter of the Processing is as detailed in the Specification.	The subject matter of the Processing is compliance with the Law.
Duration of the Processing	The Processing activities will be undertaken throughout the entire Contract Period.	The Processing activities will be undertaken as long as required for compliance with the Law.
Nature and purpose of the Processing	The Purpose of the Processing is the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including, but not limited to, supply of the Goods and/or performance of the Services, as detailed in the Specification.	As per definition of “Additional Controller Purpose”.
Type of Personal Data	The types of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The types of Personal Data Processed will be as required for compliance with the Law.
Categories of Data Subject	The categories of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The categories of Personal Data Processed will be as required for compliance with the Law.
Plan for return and destruction of the data once the Processing is complete UNLESS	The plan for the return and destruction of the Personal Data once the Processing is complete is as detailed in Clause 30.25.	N/A

requirement under union or member state law to preserve that type of data		
Minimum Requirements	All technical and organisation measures with which the Contractor must comply are as detailed in the Specification.	N/A
Additional Information	<p>No Sub-processors have been approved in connection with the Contract.</p> <p>No transfers outside the United Kingdom have been approved in connection with the Contract.</p>	N/A

SCHEDULE: PART 4

NHS Shetland ADDITIONAL CONDITIONS FOR THE PROVISION OF GOODS