

Service Terms Summary (Informational – Non-Contractual)

Service: Update Service

Framework: G-Cloud 15 (RM1557.15)

Lot: 2b – Software as a Service (SaaS)

1. Purpose and status of this document

This Service Terms Summary is provided for information and transparency only. It explains the operational, regulatory, and contractual context in which the service is provided under the G-Cloud 15 Framework. It does not constitute contractual terms and does not override CCS Framework or Call-Off documentation.

2. Relationship to the G-Cloud 15 Framework

The service is offered under the Crown Commercial Service (CCS) G-Cloud 15 Open Framework. In the event of any inconsistency, CCS Framework and Call-Off terms take precedence.

3. Service overview

Update Service provide a cloud-hosted SaaS platform and managed service capabilities supporting organisations in meeting safeguarding and compliance obligations relating to Disclosure and Barring Service (DBS) checks. Atlantic Data acts as a Software as a Service Provider under the Update Service operating model.

4. Service access and onboarding

The service is accessed via a secure web-based interface, with optional API integration. Onboarding includes organisational configuration, access setup, and provision of guidance.

5. Acceptable use (informational)

The service is intended for lawful safeguarding and employment-related purposes only, and in accordance with applicable legislation, DBS requirements, and government policy.

6. Data protection and information assurance (summary)

The service supports compliance with UK GDPR and applicable data protection law. Buyers act as Data Controllers and Atlantic Data acts as Data Processor.

7. Shared responsibility (conceptual overview)

Service provision operates on a shared responsibility basis between the Supplier and the Buyer, with safeguarding decisions remaining the Buyer's responsibility.

8. Service levels and support (headline)

The service is designed to provide reliable availability and support. Specific service levels and support arrangements are agreed at Call-Off stage.



9. Licensing and permitted use (summary)

The service is licensed for organisational use in accordance with the Call-Off Contract. Intellectual property remains with the Supplier or its licensors.

10. Regulatory and statutory context

The service operates within statutory and government-mandated frameworks governing DBS and safeguarding. These apply by operation of law and are not created or modified by supplier contractual terms.

11. Term, suspension, and termination (informational)

Service term, suspension, and termination are governed exclusively by CCS Framework and Call-Off terms.

12. Supplier terms at Call-Off stage

Permitted Supplier Terms may apply only if expressly incorporated into the Call-Off Order Form by the Buyer, in accordance with the Framework.

13. Further information

Buyers may request further clarification during the Call-Off process in accordance with the Framework.

Status of this document

This document is non-binding and informational only.