

**From:** Serve Legal <\_\_\_\_\_>  
**Date:** 8 June 2019 at 16:02:02 BST  
**To:** \_\_\_\_\_  
**Subject:** PASS - Serve Legal Visit To: Costcutter, Burnopfield  
**Reply-To:** \_\_\_\_\_

# Serve Legal

Hi,

The visit to **Costcutter, Burnopfield** at 15:10 on 8th June 2019 was a **PASS**.

## Site Review

### Premises Details

Premises Name	<b>Costcutter, Burnopfield</b>
Address 1	<b>2/3 Old Co-op Buildings</b>
Address 2	<b>Front Street</b>
Premises City	<b>Burnopfield</b>
Post Code	<b>NE16 6LX</b>

### Site Details

Store Code	<b>NE16 6LX</b>
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### Visit Details

Actual Date of Visit	<b>08/06/2019</b>
Actual Time of Visit	<b>15:10</b>
Visit Result	<b>PASS</b>

# Report

Question	Response
<b>What type of alcohol did you purchase?</b>	<b>Rose Wine</b>
<b>Please give details of the alcohol purchased (brand and size):</b>	<b>Echo Falls 750ml</b>
<b>Did you make the purchase on its own or as part of a larger shop?</b>	<b>On its own</b>
<b>Did the person who served you ask your age?</b>	<b>No</b>
<b>Did the person who served you (or their supervisor) ask you for ID?</b>	<b>Yes</b>
<b>Was a supervisor called at any time during the transaction?</b>	<b>No</b>
<b>Was the person who served you working alone?</b>	<b>Yes</b>
<b>Did the person who served you make eye contact with you?</b>	<b>Yes</b>
<b>If eye contact was made, when was it FIRST made?</b>	<b>Before the transaction</b>
<b>In your opinion, did the person who served you make an assessment of your age?</b>	<b>Yes</b>
<b>How many people were waiting in the queue (if there was no queue, enter 0)?</b>	<b>0</b>
<b>What was the gender of the person who served you?</b>	<b>Male</b>
<b>What was the approximate age of the person who served you?</b>	<b>In their 40's</b>
<b>Please accurately describe the person who served you (include hair colour and style, height and any distinguishing features):</b>	<b>Short brown hair, 6'1</b>
<b>What was the name of the person who served you (from the receipt or name badge)?</b>	<b>No name badge visible, no name on receipt</b>
<b>Please enter the receipt details (include the address details if available):</b>	<b>2-3 Old CoOp Buildings Front Street NE16 6PX</b>
<b>If you didn't get a receipt please state why:</b>	<b>N/A</b>
<b>Were 'Think 21' or 'Think 25' posters next to, hanging above or visible from the till?</b>	<b>Yes</b>
<b>Were 'Think 21' or 'Think 25' posters visible in the aisles where the alcohol is stocked?</b>	<b>Yes</b>
<b>Please describe the location of the store (i.e. names of the stores on either side):</b>	<b>Next to tanning store</b>

Question

Response

**Please use this space to explain anything unusual about your visit or to clarify any detail of your report:**



Company Information		
Company Name and Registered Address:	Costcutter 2/3 Old Co-op Buildings Front Street Burnopfield NE16 6LX	Company Registration No.:

Contact Information			
Accounts Contact:	James Millican	Operations Contact:	James Millican
Position:	Owner	Position:	Owner
Tel No.:		Tel No.:	
Email:		Email:	

Order Details	
Start Date:	June 2019
Term:	12 months initial term, then rolling thereafter
Notice Period	3 months after the initial term is complete
Expected Programme:	Quarterly alcohol audits to one site
Minimum Annual No. of Audits:	4
Audit Reporting:	Audit reports to be sent to
ISO27001 Permissions:	Burnopfield Costcutter authorise Serve Legal to e-mail them reports and results in a "clear text" format and both parties to comply with GDPR regulations.
Intellectual Property Rights:	All intellectual property rights in any work prepared conducted or produced by Serve Legal through the provisions of the services including, without limitation, the audit reports and any data summaries shall, unless otherwise agreed in writing, be owned by Serve Legal but Burnopfield Costcutter shall be entitled to use the deliverables by way of a non-exclusive licence, subject to payment in full of all sums payable under the SLA
Confidentiality:	Serve Legal and Burnopfield Costcutter shall each keep all information in relation to the supply of services or the SLA confidential and shall not disclose it to any third party (or allow anyone else to do so) except as is necessary to perform an obligation imposed under the SLA. However, this restriction does not apply to information which: (a) is generally available to the public (unless that public availability was caused by either party failing to keep such confidential information secret); (b) was already known to the receiving party at the time that it was disclosed by the disclosing party (unless the receiving party was already bound by an obligation to keep that information confidential); or (c) the receiving party is required by a Court order or other legal obligation to disclose.
Sole Provider:	Serve Legal to be sole and exclusive supplier of independent test purchasing services: Yes
Price Per Audit:	<b>Scheduled Periodical Audits:</b> Retail Audit - Alcohol: plus VAT
	<b>Emergency (Short Notice) Audits:</b> Retail Audit - Alcohol: Additional plus VAT for audits required within 7 days
Payment Terms:	Pre-payment invoice
Any Special Terms:	New tests or changes to either the program / test process / stores / email addresses, must be notified with Serve Legal by the 18th of the month prior to the testing month. The test process is agreed between Serve Legal (SL) and Burnopfield Costcutter.  Where a shop checks ID, Serve Legal will not use the same tester at that shop for 3 clear months (e.g. A shop passes in January, same tester can't be used until May).  If auditors are unable to enter the site due to an unexpected operational issue (e.g. early closure, restocking, staff were known to the auditor) then SL will issue an abort result and the audit will be charged in full.

Please complete and return by email to your main contact at Serve Legal

If the auditor fails to follow the agreed test process for reasons within Serve Legal's control, then SL will retest the site at their cost.

Testing any other products or compliance process is POA. If you have any queries on the audits please email \_\_\_\_\_ to investigate and feedback.

After the initial term of this SLA is completed, the agreement will switch to a rolling contract with a three month notice period. During this 'rolling contract' period, Serve Legal reserves the right to confirm any general price increases that will adjust your commercial terms.

Approval	
Completed by:	James Milken
Position:	Owner

*I confirm I am an authorised signatory for the above business, the above SLA details are correct and I accept the terms and conditions contained within this Serve Legal Service Level Agreement.*

Signature \_\_\_\_\_ Date 30/5/19

**Please complete and return by email to your main contact at Serve Legal**

**Serve Legal Ltd. Regent Terrace, Rifa Road, London, SW8 1AW**

**Company Number: 05861955**

# Appendix One: Serve Legal Data Protection Act Policy

## Introduction

The Data Protection Act 1998 regulates the processing of information relating to individuals, this includes the obtaining, holding, using or disclosing of such information, and covers computerised records as well as manual filing systems and card indexes. Serve Legal will hold the minimum personal information necessary to enable it to perform its functions. All such information is confidential and needs to be treated with care to comply with the law.

## Summary of Principles

Employees must comply with the Data Protection principles of good practice which underpin the Act these state that personal data shall:

- Be obtained and processed fairly and lawfully (that the subject of the data has consented to its collection and use.)
- Be held and processed only for the specified purposes
- Be adequate, relevant but not excessive
- Be accurate and kept up to date.
- Be held for no longer than necessary
- Be accessible to data subjects.
- Be subject to the appropriate security measures.
- Not be transferred outside the EEA (European Economic Area) unless that country or territory ensures adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Employees who process, or use personal data must ensure that they abide by these principles at all times. This policy has been developed to ensure this happens.

Employees must notify the Directors of any filing system or computer database that contains (or will contain) personal information.

An information retention policy has been implemented to identify a list of retention periods, for personal data records.

## Responsibilities

It is the responsibility of the Directors:

- Be aware of Serve Legal's current compliance status
- Identify and monitor problem areas and risks and recommend solutions
- Promote clear and effective procedures and offer guidance to staff on Data Protection issues.

All employees are required to be aware of the provisions of the Data Protection Act 1998, such as keeping records secure, up to date and accurate, and its impact on the work they undertake on behalf of Serve Legal.

All employees are responsible for ensuring that:

- Any personal data they hold, whether in electronic or paper format, is kept securely.
- No personal data held electronically should be stored locally on individual's laptops or desktops.
- Personal information is not disclosed deliberately or accidentally either orally or in writing to any unauthorised third party.

Any breach of the Data Protection Act Policy, whether deliberate, or through negligence may lead to disciplinary action being taken or even a criminal prosecution.

Please complete and return by email to your main contact at Serve Legal

# Serve Legal Client Information Retention Policy

## Objective of the Policy

The Information Retention Policy provides for the systematic review, retention and destruction of information received or created in the course of Serve Legal's business. This policy identifies the length of time information needs to be maintained and how it should be destroyed. Data retention periods may be prescribed by requirements other than the immediate process, for example, regulatory record retention, and care must be taken to ensure that all necessary records are retained for the period required.

This Policy will prevent the premature destruction or prolonged keeping of information that needs to be retained for a specified period to satisfy legal, financial and other requirements.

## Scope

This Policy applies to all information whether it is stored in paper or electronic format, including audio recordings and visual representations.

## Policy

To ensure that Serve Legal can comply with its statutory requirements and that business information is managed effectively throughout the organisation it will:

- Produce and keep all documents, where possible, in electronic format.
- Ensure that all information is kept as per its Information Retention Schedule shown below. However, it should be noted that from time to time the business may require information, especially emails, to be kept longer than normally required for legal purposes therefore due care should be given when undertaking "housekeeping" on mailboxes.
- Ensure that all staff takes personal responsibility for the production, retention, publication and destruction of information.
  - Data, which could relate to a potential legal claim should be retained until the time limit for bringing an action has expired:
    - In the case of contractual disputes, that is 6 years.
    - In the case of personal injury claims, that is 3 years from the date on which the injury is discovered. That could, potentially, be many years later. Therefore, a sensible approach should be taken, and only those documents, which could assist the Company in defending such a claim, should be retained.
- All files and documents will be deleted or destroyed by the appropriate method once they are no longer needed or have been superseded and in line with the retention schedule.
- All staff will be trained to manage the information they handle in an appropriate manner to support the overall policy.

## Destruction

When information has reached the end of its retention period it should be destroyed using the appropriate method as identified within the Information Classification Handling and Management Policy.

## Responsibilities

Managers are directly responsible for ensuring this policy is adhered to by their staff.

The Directors are responsible for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy will be issued as appropriate.

It is the responsibility of all staff to ensure that the appropriate information is kept in good order, available on request and is appropriately disposed of when no longer required, in accordance with the information retention schedule. Failure to comply with this Policy may result in disciplinary action being taken.

Please complete and return by email to your main contact at Serve Legal