



# COLOCATION SERVICE DEFINITION

SD008 V4.0  
06 Jan 2021

---

redcentric

---

AGILE • AVAILABLE • ASSURED

# Overview

Redcentric offers secure data centre environments for business-critical systems with fully redundant power, cooling, security, and network – all supported and maintained by expert technical staff. Redcentric provides the collocation service to customers that value their network and system availability, and prefer not to build, maintain, and secure their own facility.

Collocation services provide a cost-effective way of securely housing business-critical IT systems and infrastructure, together with the provision of reliable and fast access to the internet or wide area network. Redcentric's collocation service offers a range of configuration options, from fully secure lockable pods through to private suites customised to the customer's specific requirements. Technical support is provided by way of remote hands and eyes support, but can be tailored to meet advanced requirements, such as hardware procurement and installation.

## Features

Feature	Definition	Harrogate	Reading	Cambridge	London
Geographic Diversity	Data centres across the UK	✓	✓	✓	✓
Private Suite	Variable-sized secure suites to host multiple pods	✓	✓	N	✓
Collocation	Lockable pods within fully secure collocation rooms	✓	✓	✓	✓
Physical Security	Employment of strict security policies complemented by card readers and video surveillance providing full audit control and logging	✓	✓	✓	✓
Redundant Power	Redundant UPS with automatic transfer to permanent onsite generators	N+1	N+1	✓	N+N
Heating, Ventilation & Air Conditioning (HVAC)	Providing a monitored, consistent temperature and humidity environment	N+1	N+1	✓	N+1
Diverse Fibre Entry	Diverse fibre entry into the data centres and multiple common raisers to diversely located telecommunication "meet me rooms" from multiple carriers	✓	✓	✓	✓

# Service description

The collocation service comprises the provision of space, power and cooling within Redcentric's data centres. The customer can choose from the following options:

Option	Description	Harrogate	Reading	Cambridge	London
Single Cabinets	The customer is provided with a standard 42U cabinet with sidewalls, and front and back locking doors. The cabinets are located in shared areas within the Redcentric data centre, which are accessible by other Redcentric customers. Full, half and quarter racks are available	✓	✓	✓	✓
Single pods	The customer is provided with cold aisle containment pods which comprise spring loaded entrance doors, clear roof panels and 42U 600x1000mm cabinets. The pods are located in shared areas within Redcentric data centres, which are accessible by other Redcentric customers		✓		
Private Suite	The customer is provided with a number of individual cabinets with layout and power options tailored to the customer's specific requirements.	✓	✓	✓	✓

The following facilities and systems are available to support the Redcentric datacentres.

Facility	Harrogate	Reading	Cambridge	London
Air conditioning system	N+1	N+1	✓	✓
Physical access to the data centre is strictly controlled	✓	✓	✓	✓
Early fire detection system and fire suppression	✓	✓	✓	✓
UPS & Generator mains power backup	✓	✓	✓	✓

When a customer takes out the Redcentric collocation service, the following is provided:

- Installation of the cabinets within the Redcentric data centre
- Installation and provision of redundant 32A power supply feed and power bars, as well as an automatic transfer switch
- Access by the customer at any time (24 hours a day, 7 days a week)
- Two access cards, renewed annually

The following service options are excluded from the standard service delivery, but can be purchased at an additional charge:

- Power up to 8KW per full rack cabinet
- Temporary customer equipment storage
- Additional power feeds and power bars
- Structured cabling (CAT5, CAT6 and fibre)
- Hands and eyes (when greater than the included 15 min p/m)
- Receipt of deliveries
- Additional access cards

Additional service options incur additional charges.

## Co-location space features and specifications

Co-location is a section of data centre space, enclosed by partitioned perimeter, secured with proximity security and monitored by CCTV. Co-location facilities feature fully enclosed lockable data cabinets for customers who do not require the space within a Private Suite to house their equipment. Managed network connections can be provided to this equipment, as well as other managed services.

### Reading data centre - Cold aisle containment pods

- Redcentric's Reading data centre cabinets are located in a number of pods
- Each pod has the cold air forced from the under-floor plenum into the enclosed area forming a low temperature positive pressure zone to the front of the cabinets
- Each pod comprises of spring-loaded entrance doors, clear roof panels and 42U 600x1000mm cabinets
- Each client is separated from its neighbour with a solid steel panel and is sealed at floor level to prevent hot and cold air mixing
- Installation and provision of two power supply feeds
- 1 x on-line power measuring unit
- 2 U at cabinet rear may be used by Redcentric for power monitoring

Although both supplies are energised under normal circumstances, Redcentric only considers power to be unavailable when neither supply is energised; please see the Service Level section for details.

Power in excess of the Master Services Agreement (MSA) is not guaranteed and might require for the customer to contract for additional cabinets. Power is only guaranteed up to the contracted amps of power. If Redcentric determines that excess power is being drawn without agreement, Redcentric will insist that consumption is reduced. Under extreme circumstances Redcentric may switch off equipment and provide retrospective notice in order to protect the infrastructure for all clients.

## Customer equipment rotation

Where a cold aisle is in place, customers are advised that all equipment must be rotated in the cabinets to ensure that hot air is vented into the data centre hall. Equipment must be installed leaving no spaces or leaving spaces of exact Us only. Any spaces left will be filled in with blanking plates to prevent mixing of hot and cold air and to increase the thermal efficiency of the data centre. Redcentric takes no responsibility for the customer's equipment failure caused by overheating where said equipment has not been installed in accordance with the instructions contained within this document or agreed in advance with the data centre management.

## Cabinets

Redcentric's colocation service provides fully enclosed lockable metal cabinets that provide physical isolation and increased security for the customer's equipment. These cabinets provide front and rear access for ease of installation of equipment.

## Specifications

Redcentric colocation service cabinets are provided according to the following specification:

Specification	Value
Racking	Standard 42U rack format, 600mm wide x 1000 mm deep
Management trays	2 x rear-mounted cable management trays
Doors	Front and rear removable doors with combination locks
Power	A and B diverse and redundant feeds from 2x IEC60309 16A power supplies; upgradable to 4x16A or 2x32A per rack
Power measurement	Power monitoring is achieved through current transformers at distribution board level
Device monitoring	Power issues are monitored in the distribution board, issues within the rack will not be detected by Redcentric
Power access	Customer only has access to power bars and ATS, no access to power sockets is provided

## Availability and safety

Under normal circumstances both supplies are powered. Redcentric only considers power to be unavailable when neither supply is delivering power; please see the Service Level section for details. Power in excess of the Master Services Agreement (MSA) is not guaranteed and will require the customer to reduce load or contract for additional feeds or cabinets, spreading the power load into the new feeds or cabinets. Power is only guaranteed up to the contracted level. If Redcentric

determines that excess power is being drawn without agreement, the customer must reduce or vary consumption immediately. Under extreme circumstances Redcentric will disconnect the customer's equipment from the supply and provide retrospective notice for electrical safety reasons and in order to protect the infrastructure for all clients.

Automatic Transfer Switches (ATS) are provided in each rack. The ATS is connected to both the A and B power feeds. When one power feed is disconnected, the ATS automatically switches to the other power feed.

Dual power feeds are designed to provide redundancy for maintenance of the customer's equipment and Redcentric delivery infrastructure. The customer should not assume that both power feeds are available at all times. Any hardware with a single power input should be paired with a matching device connected to the alternate feed or connected to the ATS provided.

Power must not be fed between cabinets. Any cross feeding will result in the cabinets being powered down at the distribution board without notice. Power will not be restored until the cross-feed between racks is removed.

## **Housekeeping**

Redcentric requires that all ventilated floors in both private suites and cabinet area floors are kept clean; boxes, equipment and waste should not be left in a state that would impede airflow or fire exits as it can result in damaged equipment and poses a fire risk. Data centre staff regularly inspect the cabinet and private suite areas; a cleaning fee will be incurred to remove any waste that is found and multiple breaches of housekeeping rules may result in being ejected from the data centre. As per HSE (Health and Safety Executive) guidelines, all fire exits should be clear with boxes and materials removed and kept in a secure stored location.

## **Cable standards**

Redcentric's data centres are a fibre/cat6a facility and customers have no access to the overhead cable trays. Cabinet doors must be shut, cables between cabinets must be run in the overhead trays (cat6a/fibre). Any cabling preventing doors from shutting or deemed to be a safety risk, or presented in an overhead tray without the express permission of Redcentric, will be removed without notice by Redcentric.

Provision of telephone lines is into the telco provider cabinets within the Redcentric 'meet me room' and the delivery of the telephone lines from the BT 'meet me room' is completed by Redcentric via a cross connect cable. Provision of all cross connect cables between cabinets not adjacent to each other is subject to charges. Cross connects can only be laid on acceptance of the quotation and with an order number.



## **UPS provision/Mains/Generator**

Redcentric's data centres have uninterruptible power supply (UPS) provision covering the A&B power streams to the cabinets and this may be present on either, neither, or both streams during periods of maintenance. Redcentric's primary power source consists of 3 x 750kva and will use its self-generation of power without notice in support of the data centre and in the export of power to the National Grid.

Customer local provision of cabinet mounted UPS is allowed but not recommended or deemed necessary. Any local provision of rack mount UPS must be approved in writing by Redcentric before provision. Redcentric will inform the customer of any loss of resilience in the data centre due to maintenance, disruption of grid supply or equipment failure.

100% power provision is deemed to be maintained if power is available across either the A or B string. Redcentric makes no warranty of 100% power availability across both A&B feeds simultaneously. Redcentric requires that the customer fit automatic transfer switches (ATS) to protect equipment that contains a single power input. Redcentric takes no responsibility for loss of collocated equipment due to the disruption of either the A or B power supply provided that either the A or B supply has been available.

## **Power draw**

Power draw costs are taken on a per amp basis and vary between data centres with pre-approved limits.

Power draw more than these amounts is charged at a fixed fee per amp or part thereof, based on the power metering readings taken by Redcentric.

Kw/H Billing is available upon request.

## **Cooling**

Redcentric's air conditioning equipment is specifically designed to support typical computer room environments. These systems are designed to provide a constant temperature and humidity. All rooms within the data centre operate redundant air handling units and particle filters are installed to keep dust contamination to a minimum.

## **ACCESS & SECURITY**

Redcentric's Harrogate data centre is operated as an audited compliant and registered data centre under ISO 27001 and PCI security standards. The standards define the retained period of the security data held, the access procedures to and the method of operation of the data centre. Customers agree to the security process and procedures in place. The security is divided into three aspects, physical security, electronic security and operational security.

## CCTV

The data centres feature CCTV located at points of entry, including common areas. CCTV can be monitored centrally and remotely and the recording is digitally archived.

## Access procedures

Physical access to our data centres is divided into three groups: Redcentric staff, Redcentric customers, Redcentric contractors. When a Redcentric customer takes colocation cabinets at the data centre they are given two free of charge access cards, which are defined against a specific person and are non-transferable. The person(s) assigned these cards can make requests through the Redcentric portal for additional cards, subject to charge. Issue of cards is completed by appointment only.

### Permanent access cards

- Customer advises Redcentric of name(s) for initial cards
- Redcentric sets up customer portal account
- Redcentric books appointment with the customer for the issue of the security card, and issues the customer with the ticket reference number from the portal to support the card issue
- Customer attends site at the appointed time with photo ID quoting the Redcentric ticket number
- Redcentric issues the card
- Redcentric releases portal log-on details to the customer against the first access card with admin rights

The customer can now make requests through the portal for additional cards, subject to charge, throughout the lifetime of the MSA. Each issue follows the appointment and issue procedure. Customers are notified in November each year to provide Redcentric with a list of names and card numbers for all cards held. Any updates to card access requirements not specified by 31st January each calendar year are auto expired without exception. Permanently issued access cards provide entry, without notice, to the data centre 24/7/365. It is the express responsibility of the customer to inform Redcentric of any cards that need immediate termination.

### Temporary access

The customer may arrange at any time for temporary access to the data centre for their staff or persons working on behalf of the customer. Access is granted free of charge where notice of the request is given to Redcentric at least 24 hours in advance. If less than 24 hours' notice is given, a charge may be incurred. The customer requests access using the access request form in the customer portal specifying date am/pm and name(s) of those requiring access

- The customer is issued with a ticket number for the access request
- The customer or the customer's representative arrives
- The customer must quote the Redcentric ticket number to the reception staff
- ID checked must be photo ID government issued
- Temporary access card can be issued giving the holder rights for the duration of their visit



There are no exceptions to the above procedure. Failure to present ID, presenting incorrect ID, or not knowing the ticket number will result in access to the data centre being declined. Staff on site have no authority to create access tickets on behalf of the customer. In some circumstances a charge may be levied for escorting vendors/customers into the facility.

## **Allowed areas**

Customers or contractors found in areas of the data centre not authorised by their access arrangements unless accompanied by a Redcentric staff member, or exiting the building as a result of an evacuation event, will be asked to leave the data centre and may be subject to a complete ban and/or formal investigation.

## **Third party supplier arrangement**

Where the customer requires the services of third-party suppliers and the supplier is providing a service for the customer's equipment contained within the customer's cabinet - for instance a vendor engineer is to service a switch - access is obtained under the standard process. If the customer is requesting a third-party supplier to bring in services to the customer's equipment from outside the customer's cabinet, then express permission must be obtained before installation is attempted. Each third party will have its own specific requirements and associated costs. Instances that fall under this category are:

- Telecoms and network services
- Inter customer cross connects
- Any services requiring under floor access
- Any services requiring above cabinet tray access
- Any services transgressing other customers' space
- Structured cable installers

## **Locking of cabinets**

Customers are responsible for locking their cabinets/suites when they have attended site. Redcentric undertakes a daily check and in the event of finding any unlocked cabinets we: (1) lock the unlocked cabinets, and (2) advise customers if they have failed to lock their cabinets. However, customers must not rely on this Redcentric check for the locking of cabinets as this is a daily process meaning unlocked cabinets are not detected immediately. Redcentric maintains a log of cabinets found unlocked, and in the event that a customer is found to be repeatedly leaving cabinets unlocked Redcentric reserves the right to take appropriate action.

The unlocking of cabinets is the responsibility of customers, using either their key or lock combination code. Under normal circumstances Redcentric will not be needed or willing to unlock cabinets for customers. However, for customers who have raised an access request that specifically asks for a cabinet to be opened for a specific employee we will do this. Our security team will, at their discretion, open cabinets for customers who have raised an access request but have been unable to unlock their cabinet due to unforeseen circumstances.

## Customer deliveries to the data centre

Customers who wish to have deliveries of equipment made directly to the data centre may do so by following the process below:

1. Customers must raise a ticket with Redcentric Support, stating that they wish to have a delivery made to the data centre
2. Redcentric will raise a Support ticket and provide the customer with an SD reference
3. The customer must clearly state the Redcentric SD reference on the delivery note
4. Upon receipt of the delivery Redcentric will check the SD reference, and if the reference aligns with the Support ticket the delivery will be accepted

Redcentric reserves the rights to refuse to accept deliveries that are received without an SD reference.

## Certifications

Both Harrogate and Reading data centres are covered by our ISO 27001 accreditation; our certificates are on our website (<https://www.redcentricplc.com/about-us/accreditations/>)

In addition to our ISO 27001 certification we also have an annual Physical Security Review (PSR).

The purpose of the PSRs is to review the physical and procedural security arrangements at the data centre premises for the continuing requirement to host and store information classified up to OFFICIAL (inclusive of the OFFICIAL-SENSITIVE handling caveat), as described in the Government Security Classifications (GSC) scheme. Additionally, to examine what, if any, changes have occurred in the last 12 months and to identify specific security enhancements that might be necessary. The assessment was made against an espionage risk<sup>1</sup> giving an equivalent Threat Level of SUBSTANTIAL on the Her Majesty's Government (HMG) Threat Level guidance.

Our Harrogate and Reading locations have been assessed against the current physical security standards provided by the Centre for the Protection of National Infrastructure (CPNI) using the Classified Material Assessment Tool (CMAT). Redcentric scored well in all three Security Areas: Physical Barriers, Access Controls, and Detection, achieving the scores required for OFFICIAL- SENSITIVE.

Redcentric was also assessed against certain core requirements of the Baseline Control Set as per Appendix A of HMG Information Assurance Standard Numbers 1&2 - Supplement v1.0 against both the DETER, and the DETECT & RESIST segmentation levels. There was sufficient evidence to indicate that Redcentric met all of the standard's requirements for Security Policy, Management Commitment, Physical and Environmental Security, HR/Personnel Security, Security in Development and Support Processes and Business Continuity Management.

## FIRE SYSTEMS

Redcentric's Harrogate data centre has highly sensitive, early detection and warning systems installed, which automatically notify Redcentric to any possibility of fire. This early warning places the system into alert mode for further detection to be completed.

## THIRD PARTY CIRCUITS

Customers utilising Redcentric's colocation service (either cabinets or private hosting suites) can also utilise Redcentric's managed network services to connect remote sites.

The process for placing such an order is outlined below:

- The customer places an order with the circuit supplier, listing themselves as site contact and providing the cabinet reference number and address as the circuit termination details
- Circuit supplier will typically request site access for planning via the customer. The customer will log an access request with Redcentric's Support team on behalf of the circuit supplier and submit written request for the circuit install, identifying the circuit requirements and authorisation for the install. Redcentric will approve the request and retain until circuit decommissioning takes place
- Circuit supplier will visit the Redcentric site and plan the circuit installation. This will involve identifying routes into the building, capacity, etc. and will be performed in consultation with a Redcentric facilities representative
- Circuit supplier will require a number of visits during the circuit installation to cover install works, final fit and testing. This will be coordinated through the customer with access requests logged by Redcentric Support. All visits will be escorted by a Redcentric support or facilities representative
- Circuit supplier will confirm circuit completion to the customer
- The customer will then commission their equipment on the circuit and test

It is important to note in these scenarios that:

- The customer will be responsible for monitoring and managing the circuit and logging any fault calls with the circuit supplier
- The circuit will be terminated within the customer's collocated cabinet
- Redcentric can supply an automatic power switch for circuit termination equipment that has a single power supply to provide resilience against power feed failure; this will incur an additional charge
- It is the responsibility of the customer to request access on behalf of the circuit supplier for any site visits. Redcentric will refuse access to the circuit supplier if they cannot provide a valid access request or suitable identification
- It is the responsibility of the customer to cancel the circuit if they subsequently cancel the Redcentric hosting service
- Redcentric will provide reasonable access to a circuit supplier in a fault scenario, but an access request will still be required

## CUSTOMER SUPPLIED CABINETS

- The customer may use Redcentric-provided cabinets, or it may be possible for the customer to supply their own cabinets and have Redcentric's Facilities team install them. This will be treated as a bespoke request and will incur a non-recurring set-up charge for such items as power installation and electrical earthing
- Customer-supplied cabinets must be inspected and approved by Redcentric prior to installation
- If cabinets are larger than the Redcentric standard size, additional recurring charges will apply to cover the additional floor area used

## REMOTE HANDS AND EYES SUPPORT

Remote hands and eyes support is engineering resource to support the colocation service customer when they require onsite activities to be performed on their behalf. Examples of work undertaken include the following:

- Restarts and power re-cycling of customer-managed equipment
- Visually inspect any equipment or cabling and report on its state to the customer, such as messages on console or audible alerts
- Interface card, hard drive and disc swaps (hot swaps) which are available only if the hardware has been supplied by the customer and accessibility to perform the action is from the outside of the casing; a hot swap is defined as a swap that can be performed without having to open the casement
- Swap, connect and/or re-connecting of existing data cables
- Hard re-boot
- Replace/remove a cable/hard drive/dongle/power supply
- Swap a port or network component
- Check for power

The co-location service includes 15 minutes of hands and eyes support per cabinet per week, at no additional charge. This support is allocated on a per individual cabinet basis and cannot be aggregated across multiple cabinets, i.e. customer cabinet 1 is allocated 15 minutes and thus it cannot be used on customer cabinet 2 etc. Hands and eyes support will have to be taken in each week, i.e. hands and eyes support allocation cannot be carried over to the next week. Redcentric may at its discretion agree to carry out additional hands and eyes support over and above the allocation, if requested by the customer, subject to additional charges.

Other than the categories of work listed above, Redcentric will not undertake other tasks by way of hands and eyes support. For the avoidance of doubt, such exclusions include the following:

- Interface card swaps when the card is not accessible without removing the equipment casing.
- Loading/reloading of software
- Intelligent trouble shooting of the customer's equipment
- Any form of cabling either between cabinets or suites
- Hardware installations
- Rack up/Rack down
- Equipment and/or software configurations
- Any form of inventories

Redcentric may agree to carry out tasks requested by the customer that are not part of hands and eyes support, by arrangement and subject to additional charges.

## IMPLEMENTATION AND ACCEPTANCE

### ACCEPTANCE CRITERIA

The following Acceptance Criteria apply to the colocation service:

- Provision of the contracted for number of cabinets and allocated power delivered via an A and B feed
- Receipt of access procedure document

- Key/combination lock details provided to the customer
- Provision of power supplies
- Provision of ATS switch as ordered as part of power provision

# SERVICE LEVELS AND SERVICE CREDITS

## SERVICE LEVELS

Redcentric has designed its data centre facilities to offer highly secure and resilient environments. The facilities are designed and built to a standard and consistent specification, which enables Redcentric to commit to the Service Levels on the following key elements:

- Electrical power to any bus bar of any PDU system located within the data centre to which the customer's equipment is connected. For the avoidance of doubt this covers up to and including the female C32 socket presenting the A and B power to the cabinet but excludes any cabinet mounted power bars or fuses contained within the power bars or the power leads from the power bars to the C32 socket
- The ambient room temperature in the private hosting suite or co-located rack will remain between 18°C and 27°C. The average relative humidity in the private hosting suite or co-located rack shall be between 30 and 55%

### Power

Redcentric will provide reports to the customer detailing any interruptions to the power supply and the duration of such interruptions. For the purpose of those reports, the start time of a power incident (the incident start time) shall be defined and measured from the time the failure is detected by Redcentric or is reported by the customer to Redcentric, whichever is the earlier. The end time of a power incident (the incident end time) shall be defined as the time at which the power supply can be demonstrated by Redcentric to be available at the PDU bus bar.

Each cabinet is ordinarily provisioned with two separate feeds, A and B. Power is only unavailable when neither supply delivers power. Customers should deploy equipment that has dual supplies where possible and connect one to the A feed and one to the B feed. For single supply devices, the customer should consider deploying an automatic switching unit. These units connect to both the A and B feeds and offer a single powered output as long as either the A or B feeds are available. An interruption of only one of the feeds (A or B) is not an interruption of power.

### Environment

Redcentric shall provide reports to the customer detailing any deviations from the defined ambient room environment Service Level. For the purpose of those reports the start time of an environment incident (the incident start time) shall be defined and measured from the time the environment Service Level deviation is detected by Redcentric or is reported by the customer to Redcentric (whichever is the earlier). The end time of an environment incident (the incident end time) shall be defined as the time at which the environment can be demonstrated by Redcentric to have returned within the Service Level parameters.

The Service Level applicable to the colocation service is as follows:

<b>Service Level: Availability of electrical power</b>	
<b>Measurement Period: Month</b>	
<b>Measured element</b>	<b>Availability / within tolerance</b>
Electrical Power	Availability: Not less than 99.95%
Ambient Room Temperature	Within tolerance not less than 99.95%
Ambient Room Humidity	Within tolerance not less than 99.95%

Electrical power is unavailable when a qualifying fault has occurred, and the qualifying fault is still continuing at the time of reporting by the customer or identified by Redcentric. The period of unavailability is the time to restore (TTR) for the qualifying fault. The TTR for each qualifying fault is the time from the customer notification to the time when the fault is rectified and the colocation service is restored. At all other times the electrical power is deemed to be available.

Temperature and humidity are outside tolerance when a qualifying fault has occurred, and the qualifying fault is still continuing at the time of reporting by the customer or identified by Redcentric. The period outside tolerance is the time to restore (TTR) for the qualifying fault. The TTR for each qualifying fault is the time from the customer notification to the time when the fault is rectified and the temperature or humidity (as the case may be) is once again within tolerance.

For more information regarding service availability, fault reporting, change control and communication please see the Redcentric Welcome Pack.

## **CANCELLATION AND SERVICE SUSPENSION**

Cancellation and suspension terms are set within the customer's Master Services Agreement (MSA)

# **DATA PROCESSING**

## **DATA PROCESSING SCOPE**

- Redcentric provides the customer with space and power in the Redcentric data centre
- The customer is responsible for hardware and software maintenance of its hosted servers
- In the normal course of business Redcentric does not have access to, or process, any system or application data that is running on the customer's servers



## DATA STORAGE AND UNENCRYPTED DATA

- In the normal course of business Redcentric does not have any access to data that is stored on the customer's hosted servers
- The customer chooses whether to encrypt its data on the hosted servers. If data is encrypted Redcentric would play no role in providing the encryption and therefore would have no ability to access the data

## DATA PROCESSING DECISIONS

- In the normal course of business Redcentric does not make any data processing decisions in relation to the service because Redcentric does not manage or access the hardware or software
- Redcentric Support can be asked by the customer to provide remote hands and eyes support (see section 2.7 of this Service Definition). In such a case Redcentric may physically re-boot the server (because Redcentric employees in the data centre have physical access to the server (under strict monitoring and processes controls)), but such actions will only be undertaken at the request of and in conjunction with the customer, and performing a hard reboot does not provide access to any data

## DATA BACKUP

- No data is backed-up by or as part of this service
- The customer is responsible for its own backup arrangements and all backed up data

## SUB-PROCESSORS

- No other parties are involved in delivering this service, and there are no sub-processors

## CUSTOMER ACCESS TO DATA

- The customer has full login rights to its hosted servers, enabling it to access, copy, process and backup data as it wishes

## SECURITY ARRANGEMENTS AND OPTIONS

- The servers are hosted at Redcentric's data centres with physical data centre security and security processes to prevent access to, and restrict movement within, the data centre
- The customer has its servers located in its own physically separate and locked cabinet
- Please see section 2.3 of this Service Definition for details of security arrangements
- Cyber security (e.g. firewall) is not included with this service and is entirely the responsibility of the customer

## SERVICE OPTIONS

- There are no service options that may lead to different outcomes in relation to data processing
- Redcentric may provide separate connectivity services under separate order forms. Please refer to the Data Processing section of the relevant connectivity service's Service Definition(s).

---

## HEAD OFFICE

Central House  
Beckwith Knowle  
Harrogate  
HG3 1UG

---

T 0800 983 2522

E [sayhello@redcentricplc.com](mailto:sayhello@redcentricplc.com)

W [www.redcentricplc.com](http://www.redcentricplc.com)

---

# redcentric

---

AGILE • AVAILABLE • ASSURED

