



# Service Level Agreement

## Provision of Payroll Consulting Service

Service Provider: Chanonry Payroll Solutions  
Service User: The Client  
Effective Date: with immediate effect

### Purpose

The purpose of this Service Level Agreement (SLA) is to outline the services provided by Chanonry Payroll Solutions to the Client, as per the signed Client Declaration. The services are subject to review, and may change, with an updated version of this document being made available on Chanonry Payroll Solutions website, [www.chanonrypayroll.co.uk](http://www.chanonrypayroll.co.uk). The content within this SLA may also be subject to change, at any time, to comply with UK regulations and the law.

### Service Specifications

- To offer support on any Payroll related topic, as and when required by the Client. This may include but is not limited to; answering queries in person, on the telephone or via email, liaising directly with employees, 3<sup>rd</sup> Parties, HMRC or other governing bodies, as requested by the Client.
- Retention of information provided to us in order to provide support on Payroll related topics, for the length of time required by the Client and as dictated by UK law and regulations.

### Service Charges

Support provided by Chanonry Payroll Solutions will be charged at...

Payroll Consulting: £18.00 per hour (minimum charge of £18.00 per query)

### Data security, collection and what we use it for

Data may be collected from the Client, 3<sup>rd</sup> Party, directly from the employee, from HMRC or another governing body. The data that Chanonry Payroll Solutions collects will be used only for the intended purpose, as outlined by the Client. The data will be held securely and for the length of time required by the Client, and that which is required by law, to comply with statutory and contractual obligations and in accordance with our legitimate interests as a data processor.

The transmission of information via the internet, in particular email, is not fully secure. Chanonry Payroll Solutions will do its best to protect any personal data entrusted to us, but we cannot guarantee the security of the data submitted to us by the Client, 3<sup>rd</sup> Party, employee, HMRC, other governing bodies, or any other interested party. Therefore, the submission of data is done so at the data originator's own risk.

We may share Client and employee information provided by the Client, obtain information from HMRC, Pension Regulator, Department of Working Pensions (DWP), Child Support Agency (CSA), other governing bodies, and 3<sup>rd</sup> party benefit providers as required to do so to comply with the law and UK regulations, and in the prevention of fraud. Other than the afore mentioned reasons, Chanonry Payroll Solution will not disclose any personal information entrusted to us.

Any requests for details of the data Chanonry Payroll Solutions holds on an individual and how it is processed, either from the individual themselves or through the Client, should be done so in written format. The information will be released by Chanonry Payroll Solutions in a timely manner, in accordance with our obligations under data protection regulations.

By signing the Client Declaration, the Client is authorising Chanonry Payroll Solutions to collect, hold and provide data whilst completing the Payroll tasks assign to us. The accuracy of the data and information provided to Chanonry Payroll Solutions is the responsibility of the Client, in their role as the data controller. The Client understands and confirms compliance with its responsibilities as the data controller and has obtained any necessary consent from individuals to process and use the data for the intended purpose, as delegated and specified by the Client. All instructions to Chanonry Payroll Solutions from the Client, should be done so in written format, with tasks clearly stated and accurate, relevant data provided.

For more information on Chanonry Payroll Solutions Privacy Policy, please refer to our website, [www.chanonrypayroll.co.uk](http://www.chanonrypayroll.co.uk), or contact us at [info@chanonrypayroll.co.uk](mailto:info@chanonrypayroll.co.uk).

Address: 4 Mario Place, Fortrose, IV10 8RR

Mobile: 07734322909 Email: [info@chanonrypayroll.co.uk](mailto:info@chanonrypayroll.co.uk)  
[www.chanonrypayroll.co.uk](http://www.chanonrypayroll.co.uk)