**Annexe 4 Qualification Questionnaire (QQ)**

**Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2**

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning)

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A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in this document.

**Supplier Selection Questions: Part 3**

Section 6 (Technical and Professional Ability) provides instructions on the selection questions you need to respond to. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

**Consequences of misrepresentation**

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

**Notes for completion**

1. The “authority” means the British Council, or anyone acting on behalf of the British Council, that is seeking to invite suitable candidates to participate in this procurement process (as defined in the authority’s RFP or ITT). This QQ forms part of the authority’s RFP or ITT.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annexe. For ease of reference, any field marked with a turquoise highlight are completed by the supplier.
4. The British Council recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 -If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The British Council confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

1. Within Part 3 whilst assessing the risk to the British Council’s business and reputation which would result if a potential service provider bidding for a contract were to go out of business during the life of the contract, or have inadequate financial resources to perform the contract, a degree of flexibility is applied to ensure that this is undertaken in a manner that is proportionate, not overly-risk averse and that the relevant legislation is complied with. The process aims to treat all potential service providers fairly and with equal diligence during the appraisal of financial data. This is of particular relevance to SME’s whose financial standing is only considered as part of the overall selection criteria rather than being taken as a single indicator of their ability to deliver, unless a substantive quantifiable risk is identified as likely to adversely impact its trading position.

Potential service providers are generally requested to provide audited accounts for the past three years of trading. However, it is understood that SMEs may have been recently formed and unable to provide accounts for the previous three years or to provide any filed accounts at all. In the absence of audited accounts, therefore, other information may be requested as applicable to the type of business, e.g. small companies, sole traders, consultants etc., that is considered sufficient for assessment purposes. In the main this will be one or a combination of the following:

Unaudited accounts for the previous three years or, if unavailable, the most recent years

Management accounts for the previous three years or, if unavailable, the most recent years

Letter from the service provider’s bank confirming stable credit rating and/or cash flow position

Accountant’s references confirming status of the service provider as a going concern

Unless advised to the contrary, potential service providers are asked to assume that they have satisfied the financial due diligence criteria

**Verification of Information Provided**

The authority will only obtain evidence in relation to any self-certification sections and sub-sections after the final tender evaluation decision i.e. in relation to the provisional winning supplier only. If you are the provisional winning supplier and you do not supply any evidence requested at this stage in accordance with any timescales specified by the authority and/or any evidence reviewed by the authority (whose decision shall be final) is inadequate to demonstrate compliance with any self-certified requirement forming part of this QQ, the authority may reject your tender response in full at that point and disqualify you from the Procurement Process. Suppliers should also note that the authority (as part of its own due diligence processes) may, at any point in the Procurement Process, also carry out searches of relevant third party databases to corroborate any information provided by you and by participating in this Procurement Process you grant your consent to the authority carrying out such searches.

## Part 1 – Potential Supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

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| **Part 1 - Section 1.1 Supplier details** | | |
| **Question** | **Response** | |
| 1.1 (a) Full name of the potential supplier submitting the information | Mandatory Response | |
| 1.1 (b) - (i) Registered office address *(if applicable)* | Mandatory Response | |
| 1.1 (b) - (ii) Registered website address *(if applicable)* |  | |
| 1.1 (c) Please check the relevant box to indicate your trading status | i) a public limited company | Yes |
| ii) a limited company | Yes |
| iii) a limited liability partnership | Yes |
| iv) other partnership | Yes |
| v) sole trader | Yes |
| vi) third sector | Yes |
| vii) other (please specify) | Yes |
| 1.1 (d) Date of registration in country of origin | Mandatory Response | |
| 1.1 (e) Company registration number *(if applicable)* | Mandatory Response | |
| 1.1 (f) Charity registration number *(if applicable)* | Mandatory Response | |
| 1.1 (g) Head office DUNS number *(if applicable)* |  | |
| 1.1 (h) Registered VAT number |  | |
| 1.1 (i) - (i) If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Yes  No  Not Applicable | |
| 1.1 (i) - (ii) If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s). |  | |
| 1.1 (j) - (i) Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes  No | |
| 1.1 (j) - (ii) If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this. |  | |
| 1.1 (k) Trading name(s) that will be used if successful in this procurement |  | |
| 1.1 (l) Please check the relevant boxes to indicate whether you fall within any of these classifications | i) Voluntary, Community and Social Enterprise (VCSE) | Yes |
| ii) Sheltered workshop | Yes |
| iii) Public service mutual | Yes |
| 1.1 (m) Are you a Small, Medium or Micro Enterprise (SME)? | Yes  No | |
| 1.1 (n) Details of Persons of Significant Control (PSC), where appropriate:  - Name;  - Date of birth;  - Nationality;  - Country, state or province where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more. | Not Applicable | |
| 1.1 (o) Details of immediate parent company:    - Full name of the immediate parent company  - Registered office address *(if applicable)*  - Registration number *(if applicable)*  - Head office DUNS number *(if applicable)*  - Head office VAT number *(if applicable)* | Not Applicable | |
| 1.1 (p) Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address *(if applicable)*  - Registration number *(if applicable)*  - Head office DUNS number *(if applicable)*  - Head office VAT number *(if applicable)* | Not Applicable | |
| Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them. | | |
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| **Part 1 - Section 1.2 Bidding model** | | |  |
| **Please check the relevant box to indicate whether you are;** | | |  |
| 1.2 (a) - (i) Are you bidding as the lead contact for a group of economic operators? | Yes  No  If yes, please provide details listed in questions 1.2 (a) (ii), (a) (iii) and to 1.2 (b) (i), (b) (ii), 1.3, Section 2 and 3.  If no, and you are a supporting bidder please provide the name of your group at 1.2 (a) (ii) for reference purposes, and complete 1.3, Section 2 and 3. | |  |
| 1.2 (a) - (ii) Name of group of economic operators *(if applicable)* |  | |  |
| 1.2 (a) - (iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. |  | |  |
| 1.2(b) - (i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | Yes  No | |  |
| 1.2 (b) - (ii) If you responded “Yes” in 1.2 (b) – (i), please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.  Name  Registered Address  Trading status  Company registration number  Head Office DUNS number *(if applicable)*  Registered VAT number  Type of organisation  SME  Yes  No  The role each sub-contractor will take in providing the supplies e.g. key deliverables  The approximate % of contractual obligations assigned to each sub-contractor | | |  |

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| **Part 1 - Section 1.3 Contact details and Declaration** | |
| I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.  I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.  I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.  I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.  I am aware of the consequences of serious misrepresentation. | |
| 1.3 (a) Contact Name | Mandatory Response |
| 1.3 (b) Name of Organisation | Mandatory Response |
| 1.3 (c) Role in Organisation | Mandatory Response |
| 1.3 (d) Phone Number | Mandatory Response |
| 1.3 (e) E-mail Address | Mandatory Response |
| 1.3 (f) Postal Address | Mandatory Response |
| 1.3 (g) Signature (electronic is acceptable) | Mandatory Response |
| 1.3 (h) Date | Mandatory Response |

## Part 2 – Exclusion Grounds (Self-certification)

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

You may contact the authority for advice before completing this form.

**Please check the relevant box to indicate a “Yes” or a “No” response.**

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| **Part 2 - Section 2 Grounds for Mandatory Exclusion** | | |
| 2.1 (a) **Regulations 57(1) and (2)**  The detailed grounds for mandatory exclusion of an organisation are set out on this [web page](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | **Please indicate your selection:** | |
| 1. Participation in a criminal organisation.   If Yes, please provide details at 2.1(b) | Yes | No |
| 1. Corruption.   If Yes, please provide details at 2.1(b) | Yes | No |
| 1. Fraud.   If Yes, please provide details at 2.1(b) | Yes | No |
| 1. Terrorist offences or offences linked to terrorist activities   If Yes, please provide details at 2.1(b) | Yes | No |
| 1. Money laundering or terrorist financing   If Yes, please provide details at 2.1(b) | Yes | No |
| 1. Child labour and other forms of trafficking in human beings   If Yes, please provide details at 2.1(b) | Yes | No |
| 2.1 (b)If you have answered yes to question 2.1(a), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted  If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. | | |
| 2.2 If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | Yes | No |
| 2.3 (a) **Regulation 57(3)**  Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes | No |
| 2.3 (b) If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. | | |
| Please Note: The British Council reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions. | | |

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| **Part 2 - Section 3 Grounds for Discretionary Exclusion** | | |
| 3.1 **Regulation 57 (8)** The detailed grounds for discretionary exclusion of an organisation are set out on this web page, which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation. | **Please indicate your selection:** | |
| 1. Breach of environmental obligations?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Breach of social obligations?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Breach of labour law obligations?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Guilty of grave professional misconduct?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Entered into agreements with other economic operators aimed at distorting competition?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Been involved in the preparation of the procurement procedure?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?   If Yes, please provide details at 3.2 | Yes | No |
| 1. Please answer the following statements: |  | |
| 1. – (i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.   If Yes, please provide details at 3.2 | Yes | No |
| 1. – (ii) The organisation has withheld such information.   If Yes, please provide details at 3.2 | Yes | No |
| 1. – (iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.   If Yes, please provide details at 3.2 | Yes | No |
| 1. – (iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.   If Yes, please provide details at 3.2 | Yes | No |
| 3.2 If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | | |

## Part 3 – Selection Questions

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| **Part 3 - Section 4 Economic and Financial Standing** | | | |
| 4.1 | Are you able to provide a copy of your audited accounts for the last two years, if requested?  If no, can you provide one of the following: answer with Y/N in the relevant box. | Yes | No |
| 1. A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. | Yes | |
| 1. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. | Yes | |
| 1. Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | Yes | |
| 4.2 Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out.  **Specified minimum level of economic and financial standing and/or minimum financial thresholds:**  The most recent two years audited accounts of the supplier should demonstrate:  [- Operating Profit Margin > 20% ;  - Current Ratio (Liquidity) > 1 ; and  - Debt Ratio < 0.8]  The authority shall have the right to exclude any supplier from this Procurement Process that answers “No” to this section 4.2 of this QQ. Where a supplier is excluded under this section 4.2 its tender response shall be rejected in full and will not be evaluated further. However, where the authority determines (at its sole discretion acting reasonably upon the advice of the project’s financial adviser) that, based on supporting evidence provided in accordance with sections 4.1 (a) to (c) above, that the supplier has the financial and economic standing to undertake a contract of the nature described in this RFP or ITT, the authority may give the Supplier a “discretionary pass” and allow the supplier to the next stage of the evaluation process. | | Yes | No |

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| **Part 3 - Section 5 Information about the Wider Group** | | |
| If you have indicated in this Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:  **Name of organisation**  **Relationship to the Supplier completing these questions** | | |
| 5.1 Are you able to provide parent company accounts if requested to at a later stage? | Yes | No |
| 5.2 If yes, would the parent company be willing to provide a guarantee if necessary? | Yes | No |
| 5.3 If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | Yes | No |

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| **Part 3 - Section 6 Technical and Professional Ability** | | | | |
| **Relevant experience and contract examples**  Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  If you cannot provide examples see question 6.3 | | | | |
|  | | **Contract 1** | **Contract 2** | **Contract 3** |
| 6.1 (a) | Name of customer organisation | Mandatory Response | Mandatory Response | Mandatory Response |
| 6.1 (b) | Point of contact in customer organisation  Position in the organisation  E-mail address | Mandatory Response | Mandatory Response | Mandatory Response |
| 6.1 (c) | Contract start date  Contract completion date  Estimated Contract Value | Mandatory Response | Mandatory Response | Mandatory Response |
| 6.1 (d) | In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market. | Mandatory Response | Mandatory Response | Mandatory Response |
| 6.2 Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)  Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) | | | | |
| 6.3 If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract. | | | | |
| 6.4 **Project specific questions to assess Technical and Professional Ability**  *“Not Used”* | | | | |

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| **Part 3 - Section 7 Modern Slavery** | | |
| **Requirements under Modern Slavery Act 2015** | | |
| 7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes | N/A |
| 7.2 If you have answered yes to question 1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes | No |
| 7.3 If you have answered Yes to 7.2, please provide a URL. If you have answered No, please provide an explanation. | | |

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| **Part 3 - Section 8 Additional Questions (Self-Certification)** | |
| Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.  Please check the relevant box to indicate a “Yes” or a “No” response. | |
| 8.1 **Insurance**  Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover in respect of its activities under this Contract. | Yes  No |
| 8.2 (a) **Skills and Apprentices** *(please refer to supplier selection guidance)*  Public procurement of contracts with a full life value of £10 million and above and duration of 12 months and above should be used to support skills development and delivery of the apprenticeship commitment. This policy is set out in detail in Procurement Policy Note 14/15.  Please confirm if you will be supporting apprenticeships and skills development through this contract. | Yes  No |
| 8.2 (b) If yes, can you provide at a later stage documentary evidence to support your commitment to developing and investing in skills, development and apprenticeships to build a more skilled and productive workforce and reducing the risks of supply constraints and increasing labour cost inflation? | Yes  No |
| 8.2 (c) Do you have a process in place to ensure that your supply chain supports skills, development and apprenticeships in line with PPN 14/15 (see guidance) and can provide evidence if requested? | Yes  No |

**[Guidance Note**: Please complete Data Protection Screen questions. If you fulfil the requirements include the below.]

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| **Part 3 - Section 9 Data Protection** | | |
| **Requirements under the General Data Protection Regulation and Data Protection Act 2018** | | |
| 9.1 Are you registered with the UK Information Commissioners Office?  If yes, please provide your registration number – | Yes | No |
| 9.2 Please state your overall approach towards the EU General Data Protection Regulation and UK Data Protection Act 2018 | | |
| 9.3 What is your data retention policy and rules | | |
| 9.4 Access controls and information – what is your policy on access controls? Can you provide evidence of certification or adopting codes of practice? | | |
| 9.5 Do you use any subcontractors to deliver the service? If so, how do you select them and obtain assurances on the data protection and information security practices? | | |
| 9.6 What contractual measures do you have in place to ensure personal data is processed compliantly and securely by sub-contractors? | | |
| 9.7 Do you have an incident management process that includes effective management of data security incidents? What is the process for managing personal data security incidents? | | |
| 9.8 Training and awareness for staff and contractors – what data protection and information security training and awareness raising is in place? | | |