

eReturn2 User Authority Request

I confirm that as an authorised official of

BEEKEEPERS' ASSOCIATION -

BRANCH

who are members of BDI / BBKA / WBKA (delete as appropriate) , I authorise

Name:	
Address:	
Postcode:	
Telephone (Land):	
Telephone (Mobile):	
BBKA Membership Number (if applicable)	
E-mail Address (Compulsory):	

Who is the _____ of our branch to be issued with a user name and password on the eReturn2 membership system

This person should be given Approver, Editor, Viewer (delete as appropriate) rights to the system.

Signed

Date

Name & Address of authorised official

Capacity in which signed. (Chairman / Secretary / Treasurer / Other)

Completed forms should preferably be emailed to _____ or if scanning facilities are not available posted to -

Notes

The user will be asked to acknowledge the conditions of use of eReturn2 the first time they log in. We take security of data very seriously and it is important that should this person resign, we are notified immediately, so that the user name can be disabled and a new authority issued.

eReturn Service Agreement

1. Introduction

eReturn2 is a membership administration system hosted by Bee Diseases Insurance Ltd (BDI) and managed by Purely Solutions Ltd (PSL) on behalf of the British Beekeepers Association (BBKA) as a facility for beekeeping associations who are members of BBKA and or BDI.

This agreement is between Bee Diseases Insurance Ltd who act as an agent for the BBKA and 'the local association.' The local association is defined as the beekeeping association whose authorised official has signed this agreement.

2. Service Levels

BBKA has a full service agreement with PSL to provide guaranteed levels of service and response times for the website. A copy of this service agreement may be obtained from the BBKA if necessary. The copy may have any commercially sensitive data redacted.

In summary the following service levels have been contracted and are by this agreement passed onto the local association.

3. Support and Maintenance of the System

In consideration of payment of the Support and Maintenance Fee that has been paid by the BBKA

3.1 Helpdesk:-

Purely Solutions will make available a telephone and email helpdesk facility for the purposes of:

- (a) Assisting eReturn2 staff and appointed representatives with the proper use of the System;
- (b) Determining the causes of errors in the System; and/or
- (c) Fixing errors in the System;
- (d) Providing technical assistance as required to keep the LIVE Environment of the system operational on the hosted server(s) it is installed on, including but not limited to maintenance and upgrades of the Operating System when appropriate.
- (e) Carrying out automated monitoring of the availability and health of the LIVE Environment of the system.
- (f) Setting up and monitoring automated daily backups of the LIVE Environment of the system.

3.2 Response and resolution times:-

Purely Solutions will:

- (a) Use all reasonable endeavours to respond to requests for Services made through the helpdesk; and
- (b) Use all reasonable endeavours to promptly resolve issues raised by the eReturn2 team, in accordance with the following matrix:

Severity	Example	Target response time	Target resolution time
Critical	System is completely inaccessible	2 hours	8 hours
Serious	Users cannot carry out core system tasks e.g. uploading spreadsheets	4 hours	12 hours
Moderate	Some functionality is defective e.g. a validation rule is not working as it should	12 hours	72 hours
Minor	A trivial or cosmetic error which does not prevent the System being used for its core purpose, e.g. a spelling mistake on the receipt	48 hours	1 week

(c) The target response and target resolution times above relate to "Business Working Hours", e.g. a serious issue reported at 16h45 on a Friday will be targeted for response no later than 12h45 the following Monday.

3.3 Upgrades

Purely Solutions will:

- (a) Give reasonable prior notification to the eReturn2 team of the general release of an upgrade to the customers of Purely Solutions using the System;
- (b) Provide copies of such upgrades to eReturn2 team promptly following the general release of the relevant upgrade to the customers of Purely Solutions; and
- (c) Apply such upgrades to the System promptly following the general release of the relevant upgrade to the customers of Purely Solutions.

Note that requests for system support covered by this paragraph 3 can only be made by the eReturn2 team to PSL. Any support requests by the local association must be referred through the eReturn support team.

4. The local association agrees to keep user names and passwords secure, and to advise the support team promptly when members no longer need access to the system.
5. The person named on page 1 of this authority is personally responsible for the maintenance of 'Editor' and 'Viewer' level users for their local association. They acknowledge sight of this agreement and agree to abide by its terms by signing at the foot of this agreement.
6. BBKA, BDI & PSL act as data processors under the terms of the GDPR regulations on behalf of the local association. Each of the three bodies has its own data privacy policy statements copies of which can be provided on request.
7. The local association acknowledges its responsibilities under the Data Protection Act and the GDPR regulations and explicitly acknowledges that it is the Data Controller for the data it processes under eReturn2.
8. By configuring their association record to pass data to BBKA & BDI the local association confirms that they will obtain the necessary consent from their members to pass their personal data to these 3rd parties.
9. BBKA and BDI confirm that they will use the data provided to them, solely for the purposes of providing the services that they offer to the local association members.
10. BBKA, BDI & PSL explicitly agree they will not pass on any data to third parties for any reason unless compelled by UK law to do so.

I acknowledge acceptance of the above agreement

Signed:.....

Print name.

On behalf of the

BEEKEEPERS' ASSOCIATION –

BRANCH

Date