

Schedule of Processing – Eclipse (January 2026)

Schedule 1: Details of Processing

Details of processing	
Subject matter of the Processing	<p>The subject matter of the processing of personal data is for the purpose of providing social care and education services.</p> <p>Data comes from service users (LA staff) and citizens on behalf of local authorities, charities, and third sector organizations.</p> <p>Citizens data is used to assess the needs of the citizen and in some cases put together a care plan for that citizen and in doing that gathering data from the citizen, family members, professionals (police, health, education, housing, DWP, HMRC).</p>
Duration of the Processing	For the duration of the contract
Nature of the Processing	Adaption or alteration, Alignment or combination, Collection, Consultation, Disclosure by transmission, Dissemination or otherwise making available, Organisation, Recording, Restriction, erasure or destruction, Retrieval, Storage, Structuring, Use
Purpose of the Processing	Citizens data is used to assess the needs of the citizen and in some cases put together a care plan for that citizen and in doing that gathering data from the citizen, family members, professionals (police, health, education, housing, DWP, HMRC).
Categories of Personal Data (including special categories of data, where applicable)	Background Checks; Commercial Information; Contact Information; Education & Skills; Employment Information; Family Information; Financial; Government Identifiers; Health; Health Insurance Information; Personal Identification; Professional Experience & Affiliations; Racial or Ethnic Origin; Religious or Philosophical Beliefs; Sex Life; Sexual Orientation; Social; Browsing Information; User Account Information
Categories of data subjects	Citizens; Offenders or Suspected Offenders; Relatives, Guardians and Associates of the data subject; Suppliers; Vulnerable Children
Information security standards	In accordance with ISO27001 security controls

Part 2 - Authorised Sub-processors

Table 1 - Civica corporate group sub-processors

Sub-processor name	Sub-processor location	Processing Activity
N/A		

Table 2 – Civica’s other sub-processors (as applicable)

Sub-processor name	Sub-processor location	Processing Activity
Google LLC	United Kingdom – Republic of Ireland customers are hosted in Belgium.	Dedicated Hosting of ECLIPSE in Google Cloud Platform (GCP)