



Purpose

This pack consolidates the Senso.cloud procurement, assurance, privacy, security, support and operational resilience materials assembled for customer due diligence and procurement submissions.

Pack contents

#	Document	Description
00	Pack Index	Explains pack structure and related documents.
01	Statement of Work and Order Form Template	Commercial template for selected modules, device count, term and pricing.
02	Master Services Agreement Terms Cover Note	Explains that the Order Form, EULA/Terms and related documents form the commercial/legal framework.
03	Data Processing Addendum Summary	Procurement summary of data processing roles, processing details, processor commitments and customer responsibilities.
04	Technical and Organisational Measures	Security and privacy TOMs for procurement and DPA annex use.
05	Subprocessor and External Access Statement	Subprocessor and optional integration summary.
06	Data Retention and Deletion Policy	Retention, deletion, backup expiry and disposal policy.
07	Incident Response and Breach Notification Procedure	Customer-facing incident and breach process.
08	Backup and Restore Policy	Backup frequencies, PITR and restore basis.
09	Hosting and Data Residency Statement	Azure hosting and regional residency statement.
10	Customer Responsibilities and Shared Security Model	Customer obligations, shared responsibilities and support cooperation.

11	Safeguarding and Alerts Responsibility Statement	Clarifies Senso tooling vs school safeguarding responsibility.
12	Product and Service Description	High-level product/service overview with modules subject to Order Form.
13	Implementation and Onboarding Plan	Generic onboarding plan for module/device scope.
14	Escalation Matrix and Support Contacts	Role-based escalation routes and SLA summary.
15	Company Information Sheet	Company, registration, tax, ICO and office information.
16	Supplier Security FAQ	Reusable answers for procurement questionnaires.
17	Hardware and Data Disposal Statement	Digital deletion, backup deletion context and secure disposal controls.
18	Support Service SLA	Support hours, ticket severity levels, response and resolution targets, escalation process, maintenance and SLA exclusions.
19	Business Continuity and Disaster Recovery	Business continuity, backup, restore, failover, regional disruption and catastrophic recovery arrangements.
20	Security Datasheet	Current security controls, access controls, Azure protections and shared security responsibilities.
21	Senso.cloud Privacy Notice	Main privacy notice covering Collected Data, Service Data, privacy roles, security, subprocessors, retention, rights and contact details.
22	Privacy Notice Australia Addendum	Australia-specific addendum covering Australian entity details, APP/NDB obligations, data residency and Australian school-specific privacy requirements.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>
- Support Service SLA
- Business Continuity and Disaster Recovery
- Senso.cloud Privacy Notice
- Senso.cloud Privacy Notice - Australia Addendum
- Senso Security Datasheet
- Supplier Security FAQ and supporting assurance documents