

# Working with external service providers

Rules to protect personal information must be included/covered in any of the following activities that you are involved in:

- Procurement and outsourcing exercises
- Contracts or framework agreements
- Contract or service audits
- Contract or service management arrangements

When procuring or outsourcing services which involve the collection, use, storage or disposal of personal information on behalf of TfL, the following privacy and data protection module must be included at the invitation to tender (ITT) stage of any procurement exercise.

- [TfL Privacy and Data Protection ITT Questions \(xlsx\)](#)

A standard set of privacy and data protection terms and conditions have also been developed and are included as section A1 of [TfL's Additional Optional Clauses \(Word\)](#).

The Privacy and Data Protection Team should be made aware of any proposed agreements which involve a service provider carrying out one or more of the following activities:

- Processing the personal information of more than 1000 individuals
- Processing personal information in a country outside of the European Economic Area (an area which includes member states of the European Union plus Iceland, Liechtenstein and Norway)
- Processing any 'sensitive personal data' (this means information about an individual's the race or ethnic origin; political opinions; religious beliefs; trade union membership; physical or mental health; sexual life; commission or alleged commission of a criminal offence, including the outcome of any prosecutions)

For general advice and guidance on procurement and outsourcing activities involving personal information contact the [Privacy and Data Protection team](#).

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## Page content information

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For questions about the TfL management system ask the [One TfL Management System Project](#)

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## Related documents

- [TfL Privacy and Data Protection ITT questions \(xlsx\)](#)
- [TfL's Additional Optional Clauses \(Word\)](#)

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