

## OFFBOARDING POLICY

This document provides guidance to Low&Behold clients and staff for the offboarding process in the event a website or other web application is transferred to a different service provider.

The cost of offboarding is from £1,500+VAT. Full costs will be provided on request.

### What is included?

**Code.** Low&Behold will provide an archive file (e.g. Zip) by a secure method of transfer containing the Production version of the live website/application under the licencing terms set out in the Master Services Agreement (MSA).

The archive will include the website's Frontend source code (CSS, HTML, JavaScript and associated images) and Backend source code which could include JavaScript, PHP or Ruby files depending on the technologies used.

Configuration files will be included where appropriate such as .ENV files to communicate connection information.

Where 3<sup>rd</sup> Party Dependencies are used, they won't appear in the archive but will be detailed in the package manager configuration for installation on the new platform.

**Data.** Where data is stored in a SQL based persistent storage system such as MySQL, PostgreSQL or MariaDB, Low&Behold will provide a compressed export of the table schema and contents. Should data be held on files within the website/application these will be provided as part of the code archive.



The data may include Personal Identifiable Information (PII) and will be processed in line with Low&Behold Data Protection policies.

**User generated content.** Where digital assets have been uploaded through the CMS by content editors or end users these will be provided as a separate archive file and transferred securely.

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**Specification.** To aid a new provider in onboarding of the existing application an application design diagram will be provided giving a summary overview of how the website or application has been architected.

A hosting requirements document will also be compiled giving information to the software, versions and modules required to run the application/website on a new platform.

Where one was part of the original scope of work, the Functional Specification document will be included in its current state, though Low&Behold are under no obligation to keep this up to date over the life span of the project.

**Tooling:** At the end of the hosting agreement, the server or virtual host containing your website/application will be terminated and all systems such as deployment pipelines, external monitoring, security scanning and backups will be stopped.

## What isn't included?

**Proprietary code:** As part of Low&Behold's responsibility to maintaining a stable platform we install monitoring software which gives us visibility of up time statistics and performance issues. This will be removed from the website/application prior to handover from the codebase, dependency manager and database.



**Version control history:** Only the Production version of the live site will be provided. No feature branches, tagged versions, commit messages or other data stored in our repositories will be included within the archive.

**Low&Behold API Keys:** Where Low&Behold have provided a third party service under our own account and/or organisation those API keys and connection details will be removed from the website/application and be replaced by placeholder examples.

**New provider support:** No support will be offered to the new provider in terms of recreating the website/application on a new platform. Should this be required it will be charged at £1,250 per day.

Due to the nature of our chosen hosting platform, many of the connections between services required to run the website/application use platform specific configurations. It is likely that some custom web development work will be required to recreate these on a new provider.

**Non-Application data:** Information which Low&Behold collect such as access logs, uptime monitoring and backups will be stored in line with our Retention policies before being deleted where appropriate.