



Digital Asset Management (DAM)

G-Cloud Software

Terms and Conditions - Aetopia Ltd G-Cloud 15

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1.1. Ordering and Invoicing Process

The client will be asked to set up Purchase Orders against which Aetopia can raise invoices. In order to ease administration for each organisation, we ask that Purchase orders are raised to cover the anticipated costs for the first year.

The subject fee will be invoiced either monthly or quarterly in advance, depending on agreement.

1.2. Data Restoration

Where client data is lost or damaged due to the actions of Authorised Users or a third party (other than Aetopia), data restoration services can be provided by means of restoring to the latest back-up of such client data maintained by Aetopia, in accordance with the back-up policy set out above.

Such services may be charged on a day rate basis.

1.3. Client Responsibilities

The Client is responsible for:

- Ensuring suitable controls in terms of access to sensitive data held within Aetopia through setting Authorised Users up with appropriate security access.
- Control and management of access and responsibilities for Authorised Users.
- Reviewing concurrent User levels to ensure this does not exceed agreed user limits.
- Manage and support workstations used to access the service.
- Where possible feeding back ideas for improvements and enhancements.

1.4. Technical Requirements

Service Dependencies

Dependencies on the client are:

- Define local workflow and local business practices in support of the service delivered.
- Ensure suitable business controls are in place in terms of access to sensitive data held by Aetopia, i.e. maintaining User Profiles for suitable security access to the service.

- Provide contacts for system administration, data protection and security.
- Where applicable, the provision of a suitable TLS/SSL web certificate to be used to secure the service, plus any associated DNS or network configuration that may be required.

Technical Interfaces

The user interface to Aetopia is through a supported browser platform; Aetopia supports the current and previous major releases of Chrome, Firefox, Edge, and Safari on a rolling basis.

Client-Side Requirements

To access the service the client must provide workstations from which external access is available, and that run on one of the browsers listed above.

1.5. Trial Services

Aetopia can offer a demo and/or trial services on request. Please email info@aetopia.com.