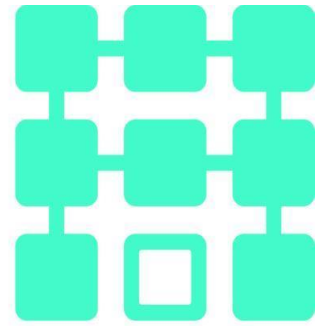


Aetopia



DIGITAL ASSET MANAGEMENT

Police Digital Evidence Management (DEM)

G-Cloud Software

Terms and Conditions - Aetopia Ltd G-Cloud 15

Rev 1.6 Jan 2026

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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 value of the first Purchase Order will be based on any services costs that are not included in the monthly subscription fee; these may include charges for private cloud installation, excess storage fees, training fees or extra consultancy (e.g. data migration activities).

The second Purchase Order will be based on the value of the regular Monthly Subscription Charge, payable in advance. This can be per month, quarter or year as the customer prefers.

The above Purchase Orders exclude any optional services that may be selected during the period covered by the Purchase Orders for which additional Purchase Orders will be required.

1.2. Termination Terms

Up to 16 hours of professional services time will be provided free of charge for advice and/or performing data extracts. Time required in excess of 16 hours may be charged as per our standard daily rate. Some data transfer charges imposed by the cloud hosting provider may also be applicable.

1.3. Data Restoration and Service Migration

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 utilising the appropriate daily rate.

Where a client, rather than off-boarding, wants to migrate the data contained within Aetopia to another service being provided by a third party or wishes to migrate data contained within an existing service into Aetopia then service migration services can be provided. In

order to provide these services, we will carry out an agreed scoping study which will be chargeable.

1.4. 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.

1.5. 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, Microsoft Edge, and Safari on a rolling basis.

Because of the nature of the processing and data held on the Aetopia system, all network access will be via “https”.

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.

1.6. Trial Services

Aetopia may offer trial services and/or a product demonstration. Please email info@aetopia.com.