



## **Adetiq – General Terms and Conditions**

### **1. Contractual Framework**

These General Terms and Conditions apply to services provided by Adetiq under the G-Cloud 15 Framework and shall be read in conjunction with the Crown Commercial Service (CCS) G-Cloud Call-Off Contract.

In the event of any conflict or inconsistency, the terms of the G-Cloud Call-Off Contract shall take precedence.

### **2. Pricing**

All pricing is as published on the G-Cloud Digital Marketplace and is exclusive of VAT unless stated otherwise. Prices are fixed in accordance with G-Cloud framework requirements.

Any changes to service scope or requirements will be managed through a formal contract variation, agreed by both parties in accordance with the Call-Off Contract.

### **3. Service Delivery**

Services will be delivered in accordance with the relevant Service Definition, using UK-based personnel operating within secure, accredited environments.

A standard working day, where applicable, is defined as 7.5 hours, delivered during UK business hours.

### **4. Data Protection and Security**

Adetiq will process data in accordance with the UK GDPR, the Data Protection Act 2018, and the terms of the G-Cloud Call-Off Contract.

All data is handled within ISO 27001 and Cyber Essentials certified environments, with appropriate technical and organisational measures in place to protect confidentiality, integrity and availability.

### **5. Customer Responsibilities**

The Customer confirms that it has the appropriate authority and permissions to provide data for processing under the contract. Data retention, secure disposal, and transfer arrangements will be managed in accordance with customer instructions and contractual requirements.

## **6. Changes to Services**

Where service requirements change during the term of the contract, any impact on delivery will be assessed and agreed through the formal change control process set out in the G-Cloud Call-Off Contract.

## **7. Invoicing and Payment**

Invoicing and payment terms are as defined in the G-Cloud Call-Off Contract. All invoices will be issued in UK Sterling.

## **8. Liability**

Liability, indemnities, limitations and remedies are governed solely by the G-Cloud Call-Off Contract.

## **9. Subcontracting**

Where subcontractors are used, Adetiq remains fully responsible for the delivery of services in accordance with the G-Cloud Call-Off Contract.

## **10. Governing Law**

This contract is governed by the law of England and Wales, in accordance with the G-Cloud Call-Off Contract.

## **11. Entire Agreement**

These General Terms and Conditions, together with the G-Cloud Call-Off Contract and associated schedules, constitute the entire agreement between the parties for services delivered under the G-Cloud Framework.