



Standard Terms and Conditions

Last Updated 23rd April 2025

Our address
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Find out more
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These terms apply to all cyber security services delivered by JUMPSEC Ltd ("JUMPSEC", "we", "our", or "us").

By commissioning our services, accepting a proposal, or issuing a purchase order, you agree that these terms apply unless agreed otherwise in writing.

1. Services Covered

These terms apply to the delivery of:

- i. Managed Extended Detection and Response (MXDR).
- ii. Continuous Attack Surface Management (CASM).
- iii. Penetration testing and threat-led services.
- iv. Cyber security consultancy and advisory services.
- v. Incident response and investigations.

Each service will be defined in an accompanying proposal, order form, or statement of work.

2. Commencement and Delivery

- 2.1. Services commence on the date agreed in writing or when confirmed by JUMPSEC in response to a purchase order or formal instruction.
- 2.2. We will make reasonable efforts to meet proposed timelines but are not responsible for delays caused by circumstances outside our control.
- 2.3. If you cancel a confirmed engagement the following fees will apply:
 - i. More than ten (10) working days' notice incurs no cancellation fee.
 - ii. Six (6) to ten (10) working days' notice incurs a cancellation fee of 50% of the total project value in the proposal.
 - iii. Five (5) working days' notice or less incurs a cancellation fee of 100% of the total project value in the proposal.

3. Fees and Payment

- 3.1. Fees are outlined in the relevant proposal or quotation.
- 3.2. Payment is due 14 days from the invoice date, unless otherwise agreed in writing.
- 3.3. Fees are exclusive of VAT and other applicable taxes.
- 3.4. Unused pre-purchased days or hours are chargeable in full upon contract expiry or termination.
- 3.5. Work requested outside UK business hours (Monday to Friday, 9am–6pm) is billed at a premium rate.
- 3.6. JUMPSEC may apply interest to overdue invoices at a rate of 4% above the Bank of England base rate, accruing daily.

4. Client Responsibilities

You must:

- 4.1. Nominate a primary point of contact for project coordination.
- 4.2. Provide timely access, accurate and complete information, and a suitable environment for delivery.
- 4.3. Make relevant personnel available as required, with appropriate technical knowledge.

5. Confidentiality

- 5.1. Both parties must keep confidential all information marked or understood to be confidential.
- 5.2. Confidentiality obligations continue after the engagement ends.
- 5.3. Confidential information must not be used for any purpose other than service delivery.

6. Data Protection

- 6.1. Where JUMPSEC processes personal data on your behalf, our Data Processing Agreement applies.
- 6.2. JUMPSEC complies with the UK GDPR and Data Protection Act 2018.
- 6.3. You are responsible for maintaining appropriate backups and access controls on your systems.

7. Intellectual Property

- 7.1. All tools, methods, scripts, and documentation created by JUMPSEC remain our intellectual property.
- 7.2. You are granted a limited, non-exclusive licence to use deliverables internally, subject to full payment.
- 7.3. You may not reproduce, share, or alter deliverables without written permission.

8. Non-Solicitation

- 8.1. You must not employ, contract, or solicit any JUMPSEC employee involved in the delivery of services during the engagement or within 12 months of its conclusion.
- 8.2. If this occurs, a fee equal to 100% of the employee's gross annual salary becomes payable.

9. Anti-Harassment and Anti-Bribery

- 9.1. Both parties agree to uphold high standards of professional conduct.
- 9.2. Harassment, discrimination, or inappropriate behaviour towards any individual involved in service delivery will not be tolerated.
- 9.3. JUMPSEC reserves the right to pause or terminate services if our staff are subject to such behaviour.

9.4. Both parties shall comply with all applicable anti-bribery, anti-corruption, and anti-slavery laws, including the UK Bribery Act 2010.

9.5. No individual representing either party shall offer, request, or accept bribes, kickbacks, or other improper advantages.

10. Warranties and Limitations

10.1. JUMPSEC warrants services will be delivered with reasonable skill and care.

10.2. Due to the nature of cyber security testing, we do not guarantee the identification of all risks or vulnerabilities.

10.3. Our total liability is limited to the lower of £250,000 or 100% of fees paid in the 12 months prior to the claim.

10.4. We are not liable for indirect, incidental, or consequential loss, or for issues resulting from changes to your environment during or after service delivery.

11. Legal Compliance

11.1. Cybersecurity services (e.g. penetration testing) may involve activities that require specific legal authorisation.

11.2. You confirm you have appropriate authority to permit testing of the specified systems and environments.

12. Disputes and Jurisdiction

12.1. Disputes must first be raised in writing and escalated to senior representatives from both parties.

12.2. If not resolved, we may follow the CREST Complaints and Resolution Process or independent mediation via the Centre for Effective Dispute Resolution (CEDR).

12.3. These terms are governed by the laws of England and Wales. The English courts have exclusive jurisdiction over any dispute.

A complete set of Terms & Conditions, Service Level Agreements, and Data Processing Agreement are available on request via hello@jumpsec.com or your designated representative.