
**Document
overview**

These are Opencentric Limited's additional terms applicable to services supplied under the G-Cloud 15 Framework.

These terms apply to Software as a Service (SaaS) and Cloud Support services only and are supplementary to the G-Cloud Framework Agreement. In the event of any conflict, the Call-Off Contract and Framework Agreement shall take precedence.

**Quality
management
and information
security**

Opencentric Limited maintains the following organisational certifications, which will be retained for the duration of any Call-Off Contract where applicable:

- ISO/IEC 9001:2015 (Quality Management)
- ISO/IEC 27001:2013 / 2022 (Information Security Management)
- Cyber Essentials
- Cyber Essentials Plus

Opencentric operates an audited Quality Management System (QMS) and Information Security Management System (ISMS).

Where SaaS services rely on third-party cloud infrastructure or data centre providers, Opencentric undertakes due diligence to ensure that such providers maintain appropriate and proportionate certifications aligned to the services delivered. These may include, where relevant:

- ISO/IEC 27001 (Information Security)
- ISO/IEC 22301 (Business Continuity Management)
- ISO/IEC 27017 (Cloud Security Controls)
- ISO/IEC 27018 (Protection of Personal Data in the Cloud)
- SOC 1 / SOC 2 reports
- Cyber Essentials or equivalent controls

Note: Not all certifications listed above will apply to every service or supplier. Evidence will be made available to Buyers on request as part of the call-off due diligence.

**Service access
and user
responsibilities**

Buyer-authorised users are responsible for maintaining the confidentiality of administrative credentials used to access SaaS platforms or support systems.

Opencentric will provide guidance on secure authentication practices, including password management and role-based access control, as part of service onboarding.

Opencentric shall not be liable for unauthorised access arising from Buyer's failure to follow recommended security guidance.

**Warranties and
service levels**

Any warranties, service availability commitments, response times, recovery objectives, or security obligations specific to a service shall be defined solely within the Call-Off Contract and associated Service Definition documents.

No additional warranties or guarantees are implied by these Additional Terms.

James Forbes Keir
Technical Director