



Connetix IT Support & Consultancy – G-Cloud 15 Supplier Terms & Conditions

Effective Date: 20th January 2026

1. Introduction

1.1 These Terms and Conditions (“Terms”) govern the provision of services by **Connetix IT Support & Consultancy** (“Supplier”, “we”, “us”) to public sector customers (“Customer”, “you”) procured through the **G-Cloud 15 Framework Agreement** via the Digital Marketplace.

1.2 These Terms must be read alongside:

- The relevant **Service Definition**
- The applicable **Pricing Document**
- The **G-Cloud 15 Framework Agreement**

Together, these documents form the contract between the parties. In the event of any conflict, the G-Cloud Framework Agreement shall take precedence.

2. Services

2.1 We shall provide the services as described in the Service Definition published on the Digital Marketplace at the time of order.

2.2 We may make minor changes to the services where necessary for operational, technical, or security reasons. Any material changes that could affect delivery will be communicated in advance where reasonably practicable.

3. Ordering and Pricing

3.1 Services must be ordered in accordance with the G-Cloud 15 ordering process via the Digital Marketplace.

3.2 Prices are as set out in the applicable Pricing Document and are exclusive of VAT unless stated otherwise.

3.3 Any additional services or variations beyond the agreed scope must be agreed in writing prior to delivery.

4. Service Levels

4.1 Service levels, response times, and support hours are defined in the Service Definition.

4.2 We will use reasonable skill and care to meet the stated service levels. Where service issues arise, they will be managed in accordance with our support and escalation procedures.

5. Customer Responsibilities

5.1 The Customer shall:

- Provide timely access to information, systems, and personnel as reasonably required
- Ensure appropriate user permissions and licences are in place
- Use the services in compliance with applicable laws and regulations

5.2 Delays or failures caused by the Customer's failure to meet these responsibilities may impact service delivery.

6. Intellectual Property

6.1 All intellectual property rights in pre-existing materials, methodologies, tools, and know-how remain the property of the Supplier.

6.2 Subject to payment of all applicable charges, the Customer is granted a non-exclusive, non-transferable licence to use any deliverables solely for their internal business purposes, as specified in the Service Definition.

7. Data Protection and Information Security

7.1 Each party shall comply with all applicable data protection legislation, including the **UK GDPR** and the **Data Protection Act 2018**.

7.2 The Supplier shall implement appropriate technical and organisational measures to protect personal data and ensure information security in line with good industry practice.

7.3 Where the Supplier acts as a data processor, processing shall be carried out solely on documented instructions from the Customer.

8. Confidentiality

8.1 Each party shall treat as confidential any information disclosed by the other party that is marked as confidential or would reasonably be considered confidential.

8.2 Confidential information shall not be disclosed to any third party except where required by law or permitted under the G-Cloud Framework Agreement.

8.3 These obligations shall survive termination of the contract for a period of five (5) years.

9. Limitation of Liability

9.1 Subject to clause 9.2, the Supplier's total liability arising in connection with these Terms shall be limited to the total charges paid by the Customer in the twelve (12) months preceding the claim.

9.2 Nothing in these Terms limits or excludes liability where such limitation is not permitted by law, including liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

9.3 The Supplier shall not be liable for indirect or consequential loss, loss of profits, or loss of business, except where required by law.

10. Termination

10.1 Either party may terminate the services by giving not less than thirty (30) days' written notice.

10.2 Either party may terminate immediately where the other party commits a material breach which is not remedied within fourteen (14) days of written notice.

10.3 Upon termination, the Supplier will provide reasonable assistance with service offboarding as described in the Service Definition.

11. Force Majeure

11.1 Neither party shall be liable for any delay or failure to perform its obligations due to events beyond its reasonable control, including but not limited to natural disasters, network failures, or industrial disputes.

12. Governing Law

12.1 These Terms are governed by the laws of England and Wales.

12.2 The parties submit to the exclusive jurisdiction of the courts of England and Wales.

13. General

13.1 Nothing in these Terms creates a partnership, joint venture, or agency relationship.

13.2 If any provision of these Terms is held to be invalid, the remaining provisions shall remain in full force and effect.

13.3 These Terms may be updated from time to time. The version published on the Digital Marketplace at the time of ordering shall apply.

Supplier Details

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