

CLOUD IT SUPPORT

Terms and Conditions

Interested Parties

Interested Party	Name	Position
Dolphin IT Solutions	Andy Taylor	Director

Modification history

Version	Description of Change	Author	Date
1.0	Initial drafting	Joshua White	26-01-2026

Referenced Documents

Version	Document Name	Author	Date



CONTENTS

1	Introduction	4
1.1	Scope of Services	4
1.2	Governing Law.....	4
2	Service Delivery Model.....	5
3	Support Levels and Extended Support	5
4	Customer Responsibilities	5
5	Suspension of Services	5
6	Information Security	5
7	Change Management	6
8	Data Protection and Confidentiality	6
9	Exit and Transition.....	6
10	Liability	6
10.1	Third-Party Platform Dependency	6



1 Introduction

These Terms and Conditions ("Supplier Terms") apply to the provision of cloud support services ("Services") delivered by Dolphin IT Solutions (UK) Ltd ("Supplier") to the customer ("Customer").

The Services are provided under the G-Cloud 15 framework and are subject to the G-Cloud Call-Off Contract. In the event of any conflict:

- The G-Cloud Call-Off Contract takes precedence;
- then these Supplier Terms;

These Supplier Terms do not replace or override the G-Cloud Call-Off Contract.

1.1 Scope of Services

The Supplier provides remote, ongoing operational support for cloud-based services, including Microsoft 365 and cloud-managed devices, as described in the applicable Service Definition document.

The Services include incident management, end-user support, routine administration, security monitoring, and minor configuration changes. The Services do not include the supply of software licences, hardware, or ownership of any underlying platforms unless explicitly stated in writing.

Bespoke development, major system changes, large-scale migrations, or transformation activities fall outside the standard service scope and are treated as consultancy services, chargeable separately by agreement.

1.2 Governing Law

These Supplier Terms are governed by the laws of England and Wales, in accordance with the G-Cloud Call-Off Contract.



2 Service Delivery Model

The Services are delivered remotely during agreed support hours using cloud-based tools and secure remote access.

Support is provided on a best-efforts basis, aligned to agreed priorities and response targets. Response targets relate to initial acknowledgement and triage and do not constitute guaranteed resolution times or service credits unless expressly stated in the Call-Off Contract.

3 Support Levels and Extended Support

Support is provided in tiers as described in the Service Definition and Pricing documents.

Optional Extended Support may be provided by agreement and may include:

- support outside standard operating hours; and/or
- prioritised response handling.

Time spent providing Extended Support is chargeable at enhanced support rates as defined in the Pricing Document.

4 Customer Responsibilities

The Customer is responsible for:

- maintaining appropriate licences for supported cloud services;
- providing accurate and timely information required for service delivery;
- approving access to systems and data where required;
- managing users, permissions, and access requests;
- using supported services in accordance with applicable laws and policies.

The Customer remains responsible for the data they store or process within supported cloud services.

5 Suspension of Services

The Supplier may temporarily suspend access to all or part of the Services where reasonably necessary to:

- address a security risk or incident;
- prevent unlawful or unauthorised use;
- comply with legal or regulatory obligations.

Any suspension will be proportionate, limited to the affected Services where possible, and managed in accordance with the G-Cloud Call-Off Contract.

6 Information Security

The Supplier operates under documented information security policies aligned with recognised standards, including ISO 27001.

Access to customer environments is restricted to authorised personnel and controlled using role-based access and strong authentication. All access for support purposes is logged and monitored.



7 Change Management

Minor configuration changes and routine updates are included as part of the Services.
Planned maintenance and changes are scheduled and communicated in advance where practicable.

8 Data Protection and Confidentiality

Each party shall treat the other's confidential information as confidential and shall not disclose it except as permitted under the G-Cloud Call-Off Contract.

Data protection obligations are governed by applicable data protection legislation and the G-Cloud Call-Off Contract. The Supplier acts only on the Customer's instructions when accessing or processing customer data for support purposes.

9 Exit and Transition

On termination or expiry of the Call-Off Contract, the Supplier will provide reasonable assistance to support an orderly transition of Services.

Any transition activities beyond standard handover, including extended support or migration assistance, may be provided as a chargeable service by agreement.

Assistance with data transformation or migration is not included and may be provided as a chargeable consultancy service if agreed.

10 Liability

Liability is governed by the provisions set out in the G-Cloud Call-Off Contract.

Nothing in these Supplier Terms limits or excludes liability beyond what is permitted under the G-Cloud Call-Off Contract.

10.1 Third-Party Platform Dependency

To the extent permitted under the G-Cloud Call-Off Contract, the Supplier is not responsible for service failures caused solely by faults or outages in third-party platforms or infrastructure outside the Supplier's reasonable control.

