



PWM Training – Supplier Terms & Service Annex

Scope & Deliverables

Services delivered per SoW including training, adoption, content and readiness.

IPR

PWM retains rights to templates; client retains rights to organisational data.

Change Control

Changes requested in writing and approved before delivery.

Cancellations

Sessions cancelled <48h may be chargeable.

Data Protection

PWM acts as Data Processor; client retains control; GDPR aligned.

Security

Least-privilege access; no external data export; delivered within client tenant.

Accessibility

WCAG 2.1 AA compliance for all deliverables.

Liability

As per G-Cloud Call-Off; no indemnities beyond framework.

Escalation

Service Lead then Director for dispute resolution.

Subcontracting

PWM may, where appropriate, resource delivery through approved associates. PWM remains the prime contractor and is responsible for the acts and omissions of any subcontractors engaged for the Services.

Cancellation clarification

Where sessions are cancelled by the Buyer with less than 48 hours' notice, reasonable charges may apply, subject to the applicable Call-Off Contract terms and any Buyer policy agreed in writing. These terms do not override the Call-Off precedence or the Framework Agreement.