



BeatBox Cloud Platform – Service Terms and Conditions

(G-Cloud 15 – Lot 2b: Software as a Service)

1. Relationship to G-Cloud Call-Off Contract

These Terms and Conditions apply to the BeatBox Cloud Platform (“the Service”) and shall operate in conjunction with the **G-Cloud 15 Call-Off Contract**.

In the event of any conflict or inconsistency between these Terms and the G-Cloud Call-Off Contract, **the G-Cloud Call-Off Contract shall take precedence.**

2. Description of the Service

BeatBox is a secure, cloud-based Software as a Service (SaaS) platform provided by CardioScan for the upload, storage, management and reporting of cardiac diagnostic data, including:

- Holter monitoring
- Ambulatory Blood Pressure (ABP) monitoring
- 12-lead ECG data

The Service is accessed via standard web browsers and does not require local software installation.

3. Service Availability

The Supplier shall use reasonable endeavours to make the Service available on a continuous basis.

Availability may be affected by planned maintenance, upgrades, or circumstances outside the Supplier’s reasonable control.

4. Planned Maintenance

Planned maintenance will normally be scheduled outside of core UK business hours where practicable.

Where reasonably possible, advance notice of planned maintenance will be provided to Customers.

5. Support Services

Technical and operational support for the Service is provided during standard UK business hours.

Support includes assistance with platform access, system functionality, and incident management. Issues impacting clinical use will be prioritised in line with clinical impact.

6. Customer Responsibilities

The Customer is responsible for:

- Ensuring that all users accessing the Service are appropriately authorised
 - Maintaining the confidentiality of user credentials
 - The accuracy, completeness and lawfulness of all data uploaded to the Service
 - Compliance with applicable clinical and information governance requirements
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7. Data Protection and Information Governance

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

Data processing activities shall be governed by an agreed **Data Processing Agreement (DPA)**. The Supplier shall act as a data processor where applicable.

8. Data Ownership and Access

All Customer data uploaded to the Service remains the property of the Customer.

Upon termination or expiry of the Call-Off Contract, the Customer may request access to its data for secure export prior to deletion, in accordance with agreed contractual and regulatory requirements.

9. Security

The Supplier applies appropriate technical and organisational measures to protect the confidentiality, integrity and availability of the Service and Customer data, including:

- Encryption of data in transit and at rest
- Role-based access control
- Secure authentication mechanisms

- Audit logging of system access
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10. Intellectual Property

All intellectual property rights in the BeatBox Cloud Platform remain vested in the Supplier.

The Customer is granted a non-exclusive, non-transferable licence to use the Service for the duration of the Call-Off Contract.

11. Liability

Liability between the parties shall be governed by the provisions set out in the **G-Cloud Call-Off Contract**.

12. Termination

Termination rights shall be exercised in accordance with the G-Cloud Call-Off Contract.

On termination, access to the Service will be withdrawn following completion of agreed data access or export arrangements.

13. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of **England and Wales**.