



WJP Software Limited Terms & Conditions- NHS:

Please read our standard terms and conditions carefully. Clients will also need to sign and abide by the terms laid out in the Microbiological Reporting System (MRS) Licence and Support Contracts, which together with this document form the full terms and conditions of business.

Introduction: WJP Software Limited (Company Number 07578111) has been operating since 2004, becoming limited in 2011. We specialise in developing data management systems and providing process consultancy for the healthcare sector.

Scope of Consultancy: WJP Software Limited will aim to provide you with a software solution to fit your need. We will also discuss any other development required and any further costs it might incur. However, WJP Software Limited reserves the right to refuse to carry out any work that is deemed to be inappropriate or that is felt cannot be completed satisfactorily.

WJP Software Limited Personnel: WJP Software Limited undertakes to provide suitably qualified and competent personnel to create and support the software solutions. All WJPS employees are required to sign confidentiality agreements concerning any confidential information to which they are exposed.

Organisational Contact: You must appoint a main project contact and an IT project contact for us to work with for the duration of the project. It is a condition of this agreement that you inform WJPS of any substantive changes that take place in your staff structure or project group.

Terms of Payment: WJP Software is a VAT registered company (VAT Number: GB 110 437659). Our standard payment terms are 30 days from invoice date. All invoices contain BACS payment details, which is our preferred method of payment.

The Annual Support & Maintenance Contract fee may be subject to increase in line with the rate of inflation.

Cancellation: Should the Client wish to terminate the project they should contact WJPS as soon as possible. The Client should put a formal request to terminate the project in writing. The Client is entitled to full refund of the initial 50% costs if the cancellation is within 14 days from payment. If the cancellation comes after 14 days from payment of the initial costs then these will be forfeit by the Client. WJP Software Limited reserve the right to terminate any project by providing the termination in writing to you with no less than 14 days' notice.

Quality Management: WJP Software Limited became an ISO 9001:2015 accredited company in 2016. Our current certificate number is 4796-QMS. We comply with the standard under the scope of IT Consultancy and Software Development. Copies of our certificates can be made available on request.

Information Security Management: Data protection and information security are very important to our business and as such we are an ISO 27001:2022 accredited company, having gained the status in 2016. Our certificate number is 4797-ISMS. We comply with the standard under the scope of IT Consultancy and Software Development and copies of our certificates can be made available on request.

N3/ HSCN

We follow the NHS Data Protection and Security Toolkit (DPST) guidelines and have been accredited since December 2016. Our company number is 8JK77.

GDPR (General Data Protection Regulation): WJP Software Limited is registered with the ICO (Information Commissioner's Office) and comply with the GDPR regulations. Company number ZA370204

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Cyber Essentials: WJP Software Limited holds certification to confirm we comply with the requirements of the Cyber Essentials Scheme. Certificate number 736b9981-c6b1-40a5-87b2-4e1abc542a7a.

Insurance: We are covered by a £1,000,000 public liability indemnity and £1,000,000 professional indemnity which are provided by HCC International Insurance Company PLC. Any documents can be provided on request.

Disclaimer: WJP Software Limited will not be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of the business. Such causes include, but are not limited to: power failure, internet service provider failure, industrial action, civil unrest, fire, flood, storms, earthquake, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of WJP Software Limited.

Please note that these Terms and Conditions relate to the Project as specified in this document. Full contracts for both the MRS Software Licence and Annual Support will be sent to you on completion of the project.

WJP Software Limited are happy to discuss either solution further as required. If you have any further questions please contact James Proctor (james.proctor@wjps.co.uk, 01677 392001).

WJP Software Limited Support Service Level Agreement

You can get in touch with WJPS in a number of ways.

Email

An email can be sent to support@wjps.co.uk. This will feed into our ticketing system and an account created for you if one doesn't exist.

Phone

You can speak to one of the team at 0845 557 7856. From this call we will create a ticket so we can track the issue. Phone is very useful for more complex issues where writing the issue in a ticket or email can be difficult.

Ticketing

Our preferred method via <https://wjps.freshdesk.com>. You will require a login to access the website, but this will allow you to see the status of all the support requests you have made, You can complete a proforma which will prompt you for many of the required details to allow the support team to have more information.

System Availability

In accordance with our hosting providers, the service is delivered with a 99.5% uptime target on a 24/7 basis. Customers will be notified in advance of any planned changes, and scheduled maintenance to hardware or operating systems is carried out outside normal working hours (Monday to Friday, 09:00–17:00).

System Releases

Workarounds may be released for an incident, and then a change requested and made to the system.

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Turnaround Times

The following table shows the turnaround times for our support.

Priority	Title	Resolution Time	Description
P1	Urgent	24 Hours (1 Day)	An urgent issue which is stopping you using the system and causing a backlog. Normally a system wide issue. <i>Examples: System, is not accessible.inc Password Resets</i>
P2	Very Important	168 Hours (1 Week)	A very important issue which needs resolving so that users can use all functions in the system. Normally effects only one part of the system, or one result. <i>Examples: Can not save results. Can not access part of the program.</i>
P3	Important	336 Hour (2 Weeks)	A important issue which there is a work around for but in the short term it needs fixing to allow normal function to resume. <i>Example: The data is stored in the system but displaying incorrectly.</i>
P4	Inconvenient	672 Hours (4 Weeks)	A problematic issue which there is a workaround for, but also isn't affecting the input or output of data. <i>Example: A field is missing on a report.</i>
P5	Cosmetic	2016 Hours (3 Months)	A cosmetic issue which has no effect on data but would be an improvement to the system. <i>Example: There is a typo in the application.</i>
P6	Project	10000 Hours (Up to a Year)	A project is an addition to the system. Normally dealt with outside our support system. <i>Example: A new feature is required on the system.</i>