



Infrastructure Software as a Service (ISaaS)

1. e-Zest provides Infrastructure Software as a Service as a hosted platform offering for the contract term agreed at call-off.
2. The buyer remains the data controller for all data processed within the service unless otherwise agreed in writing.
3. e-Zest processes data only to deliver and support the service and in accordance with applicable data protection obligations.
4. The buyer is responsible for managing user access, permissions, and credentials issued for use of the service.
5. Service availability commitments apply only to the platform services operated by e-Zest and exclude external systems, integrations, or customer-managed components.
6. e-Zest may perform maintenance, updates, upgrades, or patches to the platform to maintain security, stability, or functionality.
7. Planned maintenance activities may result in temporary service unavailability and will be managed in line with support arrangements.
8. Platform configuration, extensions, and integrations requested by the buyer are subject to technical feasibility and agreed scope.
9. Charges for the service are based on the pricing model agreed at call-off and may vary based on usage, enabled features, or service tiers.
10. Usage metrics used for billing are derived from platform-level measurements and are considered authoritative for invoicing purposes.
11. e-Zest may suspend or restrict access to the service where required to address security risks, legal obligations, or material contract breaches.
12. The service does not include hardware procurement, software resale, or licensing beyond the platform services explicitly agreed.
13. On termination or expiry of the contract, e-Zest will support data export or transition activities in line with the agreed exit provisions.
14. The buyer is responsible for securing and retaining any data extracted from the service following termination.
15. All services are provided in accordance with the G-Cloud 15 Framework Agreement and the applicable call-off contract.