

Gradintelligence – Terms and Conditions (G-Cloud 15)

1. Application of the G-Cloud Model Contract

These Terms and Conditions apply to Olivedon Ltd's Gradintelligence (GI) Service when purchased through the G-Cloud 15 framework. The G-Cloud Model Contract applies and takes precedence over these Terms and Conditions.

These Terms and Conditions do not amend, replace, or override the G-Cloud Model Contract and are provided for service clarification only.

2. Service description

The GI Service is provided as described in the Service Definition published on the Digital Marketplace. The Service Definition describes service scope, delivery model, support arrangements, security controls, availability, and exit processes.

3. Service delivery and availability

The GI Service is delivered as a multi-tenant Software as a Service (SaaS) offering hosted on public cloud infrastructure. Service availability targets, maintenance arrangements, and service credits are as described in the Service Definition.

4. Support and service management

Support services, response times, escalation routes, and account management arrangements are provided as described in the Service Definition. Any enhanced or extended-hours support services are subject to agreement.

5. Data protection and security

Data protection, information security, access controls, and incident management are implemented as described in the Service Definition and supporting security documentation. Personal data is processed in accordance with applicable data protection legislation and the G-Cloud Model Contract.

6. Onboarding, configuration, and exit

Onboarding, configuration options, service constraints, and contract exit arrangements, including data export and secure data erasure, are provided as described in the Service Definition.

7. Changes to the service

The GI Service is maintained and updated in line with documented change management processes. Material changes affecting customers will be communicated in advance where appropriate.

8. No additional commercial terms

No additional commercial, pricing, payment, liability, jurisdiction, or termination terms apply beyond those set out in the G-Cloud Model Contract.

These Terms and Conditions are provided for publication on the Digital Marketplace as part of the G-Cloud 15 framework.