

AMS File Transfer Service Terms (G-Cloud Framework)

These Service Terms supplement the G-Cloud Call-Off Contract agreed between the Buyer and the Supplier for the provision of AMS File Transfer.

In the event of any conflict or inconsistency between these Service Terms and the G-Cloud Call-Off Contract (including its Schedules), the G-Cloud Call-Off Contract shall take precedence.

These Service Terms describe operational aspects of the service only and do not replace or amend the Call-Off Contract.

Service Overview

AMS File Transfer is a secure, encrypted file transfer and file sharing service designed to enable the controlled exchange of large or sensitive files between authorised users, both internally and externally.

The service provides functionality for uploading, storing, sharing and downloading files in a secure cloud-hosted environment.

Service Access

The service is accessed via a web browser. Users must authenticate using credentials issued and managed by the Buyer. Access permissions and user roles are configured and controlled by the Buyer through the service interface.

Onboarding

Onboarding is delivered remotely and typically includes:

- creation of the live portal;
- configuration and branding where applicable;
- creation of user accounts and file sharing areas where required; and
- user guidance sessions delivered remotely.

Detailed onboarding activities are governed by the Call-Off Contract.

Support Overview

Support is provided via agreed support channels during business hours.

Incident handling, service requests and escalation arrangements operate in accordance with the Call-Off Contract.

Acceptable Use

The Buyer is responsible for ensuring that the service is used in compliance with applicable laws and organisational policies.

The service must not be used to:

- distribute malware or malicious content;
- attempt unauthorised access to systems or data; or
- interfere with the availability or integrity of the service.

Data Protection

Data protection obligations, including roles and responsibilities under UK data protection legislation, are governed by the Call-Off Contract and applicable schedules.

Nothing in these Service Terms modifies or limits those obligations.

Information Security

The service is operated using appropriate technical and organisational measures designed to protect the confidentiality, integrity and availability of data, as described in the Call-Off Contract and associated service documentation.

Service Changes

The Supplier may make changes to the service where reasonably necessary to:

- maintain security;
- address vulnerabilities;
- improve performance or resilience; or
- ensure ongoing compliance with applicable requirements.

Such changes will not materially reduce the core functionality of the service.

Offboarding and Data Handling

Offboarding, data return and data deletion are handled in accordance with the Call-Off Contract and applicable schedules.

No Expansion of Contractual Obligations

These Service Terms are provided for clarity on service operation only and do not create additional contractual rights or obligations beyond those set out in the G-Cloud Call-Off Contract.