

Terms and conditions

Overshow AI Assistant

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These terms and conditions apply to the supply of Overshow AI Assistant under G-Cloud 15 Lot 2b. The service is provided subject to the G-Cloud 15 Framework Agreement, the Call-Off Contract and these Service Terms. Where there is any conflict, the order of precedence is set out below.

Service provision

San Digital will provide the Overshow AI Assistant service in accordance with the service definition. The service combines buyer-managed client applications with centrally managed cloud services for identity, configuration, licensing and support. The supplier is responsible for maintaining centrally managed service components. The buyer is responsible for managing local client applications, devices, and user access controls within their environment.

Availability and support

San Digital targets 99.5% monthly availability for centrally managed service components, excluding planned maintenance. Standard support is provided during UK business hours via email and online ticketing, with responses within one business day. Enhanced support with agreed response times and optional extended hours is available at additional cost.

Data protection and processing

Data stored locally on buyer-managed devices remains under buyer control. Centrally managed service components may process configuration data, usage metadata and user-generated content as necessary to deliver the service. All data processing is carried out in accordance with UK data protection law and the Data Processing Agreement.

- Data is hosted in United Kingdom datacentres
- Buyers retain control over data storage and processing locations
- Data in transit is protected using TLS 1.2 or above
- Data at rest is protected through encryption of all physical media
- Data can be exported in CSV, JSON or NDJSON formats on request

Security and compliance

San Digital maintains appropriate technical and organisational security measures to protect the service and buyer data. Security measures include:

- Multi-factor authentication for user and management access
- Role-based access control and audit logging
- Annual penetration testing by CHECK service providers
- Physical security complying with SSAE-18/ISAE 3402 standards
- Documented vulnerability management and incident response processes
- Director-level security governance with regular policy review

Changes to the service

San Digital may make changes to improve or maintain the service. Material changes that affect functionality or security will be communicated to buyers in advance where reasonably practicable. Updates and version management are controlled through the service's configuration and lifecycle management features.

Liability and service credits

San Digital's liability is limited as set out in the Call-Off Contract and Framework Agreement. Where availability of centrally managed service components falls below 99.5% monthly, service credits may be applied as defined in the contract. Local client application performance and availability depend on the buyer's device and environment management.

Termination and offboarding

On termination of the contract, San Digital will support data extraction from centrally managed service components in agreed formats (CSV, JSON, NDJSON) within agreed timescales.

Following confirmation of data extraction, centrally held buyer data will be securely deleted. Data stored locally on buyer-managed devices remains under buyer control throughout and after contract termination.

Order of precedence

In the event of conflict between documents, the following order of precedence applies: (1) the Call-Off Contract, (2) the G-Cloud 15 Framework Agreement, (3) these Service Terms, (4) the Service Definition and Pricing documents. Nothing in these terms reduces the buyer's statutory rights.

Contact

For questions about these terms and conditions, or for support, please contact San Digital at office@sandigital.uk or via the online support ticketing system.

San Digital Limited

Email: office@sandigital.uk

This document is provided for G-Cloud 15 procurement purposes.
Additional assurance evidence is available on request.