

Terms and conditions

San Digital Data & AI SaaS Platform

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These terms apply to the supply of the San Digital Data & AI SaaS Platform under G-Cloud 15 Lot 2b. They are supplementary to the CCS G-Cloud Call-Off Contract.

Service provision

The service is provided as a configurable SaaS platform deployable in the buyer's chosen cloud environment.

- Access is provided via a secure web interface and API.
- Buyers provide cloud environment access, user identities and configuration inputs required for deployment.
- Standard delivery is remote unless otherwise agreed.

Support

Standard support is included with all subscriptions.

- Email and online ticketing during UK business hours (Mon-Fri, 09:00-17:00).
- Response target within one business day.
- Enhanced support options are available at additional cost.

Availability and maintenance

Availability targets and maintenance windows are managed as part of service operations.

- Target availability is 99.5% monthly excluding planned maintenance.
- Planned maintenance is notified in advance where practicable.
- Service credits may apply where agreed in the Call-Off Contract.

Security and data protection

Security controls align to recognised good practice and UK GDPR requirements.

- Buyer is the data controller and San Digital is the data processor unless otherwise agreed.
- Data is hosted in the United Kingdom with UK data residency maintained.
- Encryption in transit (TLS 1.2+) and at rest is implemented.
- Access is controlled using role-based access and audit logging.
- Security incidents are managed under documented processes with notification.

Charges and payment

Charges are set out in the Pricing document and the Call-Off Contract.

- Fees are payable in arrears unless otherwise agreed.
- Optional services and add-ons are charged separately by agreement.

Termination and exit

Buyers can end the service in line with the Call-Off Contract.

- Export tools and APIs support extraction in open formats.
- After confirmation of export, buyer data is securely deleted.
- Additional offboarding support is available by agreement.

Subcontractors

San Digital may use subcontractors for hosting or support where required.

- Subcontractors are subject to contractual obligations for security and confidentiality.
- A list of key subcontractors is available on request.

Liability

Liability and warranty provisions are governed by the CCS G-Cloud Call-Off Contract.

- Any service-specific limitations must be agreed in the Call-Off Contract.

Order of precedence

If there is any conflict, the CCS G-Cloud Call-Off Contract takes precedence, followed by these terms, then the Service Definition and Pricing documents.

Contact

For contractual queries, contact office@sandigital.uk.

San Digital Limited

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