



Terms and Conditions Document — G-Cloud 15

Supplier: Spectrum Courses Limited

Service: Online Safeguarding and Compliance Training Platform (SaaS)

Framework: G-Cloud 15

Lot: Lot 2b – Software as a Service

Overview

Spectrum Courses Limited supplies its service under the **G-Cloud Call-Off Contract terms** published by Crown Commercial Service (CCS).

Any supplementary service terms provided by Spectrum Courses are **limited to operational clarification only** and **do not override or conflict with** the G-Cloud Call-Off Contract. Where any inconsistency arises, the G-Cloud Call-Off Contract takes precedence.

Supplementary Service Terms provided for clarity and transparency.

(G-Cloud 15 – Software as a Service)

1. Scope of Service

The service provides online safeguarding and compliance training delivered as Software as a Service. Service scope, pricing, licensing models, and support levels are defined in the published service description and confirmed at order stage.

2. Eligible Users

Organisational and licence-based access applies **only to staff directly employed** by the contracting organisation.

External operators, contractors, licence holders, volunteers, or third-party organisations are excluded unless explicitly agreed in writing as part of the contract.



3. User Responsibilities

Buyers are responsible for:

- Ensuring lawful and appropriate use of the service
- Managing user access and permissions within their organisation
- Assigning training only to eligible users within the agreed scope

4. Availability and Support

The service targets **99.5% availability**, excluding planned maintenance. Support is provided in line with the published service description, including email and support channels with escalation where required. We aim to respond proportionately and communicate clearly during incidents or service disruption.

5. Data Protection

Each party acts in accordance with **UK GDPR and applicable data protection legislation**.

Buyers remain the data controller; Spectrum Courses acts as data processor. Training records remain attributable to individual users and may be exported at contract end in line with exit provisions.

6. Acceptable Use

The service must not be used:

- For unlawful purposes
- To train users outside the agreed scope
- In a way that degrades, disrupts, or compromises the service

7. Changes and Updates

The service may be updated to improve security, accessibility, performance, or functionality. Updates will not materially reduce core functionality during an active contract.

8. Termination and Exit

At contract end, buyers may extract their data in accordance with the service description. Residual data will be securely deleted or anonymised in line with retention and security policies.