

Tahdah Platform – G-Cloud Service Terms and Conditions

1. Purpose and precedence

These Service Terms and Conditions apply to the supply of the Tahdah Platform by Tahdah Verified Ltd under the G-Cloud 15 framework (RM1557.15).

If there is any conflict between these Service Terms and Conditions and the G-Cloud Framework Agreement or an Order Form, the order of precedence shall be: 1. The G-Cloud Framework Agreement 2. The Order Form 3. These Service Terms and Conditions

2. Definitions

Capitalised terms have the meanings given in the G-Cloud Framework Agreement unless otherwise defined here.

3. Service provision

Tahdah shall provide the Tahdah Platform as a cloud-based software-as-a-service solution in accordance with the Service Definition Document and the applicable Order Form. The service is provided on a non-exclusive, subscription basis for the contract term.

4. Buyer responsibilities

The Buyer is responsible for: - Ensuring authorised users comply with these terms - Maintaining the accuracy and legality of data entered into the service - Managing user access permissions and credentials

5. Data protection

Each party shall comply with its obligations under UK GDPR and applicable data protection legislation. The Buyer remains the controller of Buyer Data and Tahdah acts as processor. Data processing shall be governed by a Data Processing Agreement incorporated by reference.

6. Information security

Tahdah shall maintain appropriate technical and organisational measures to protect Buyer Data, aligned with UK Government cloud security principles. Data shall be encrypted in transit and at rest, with access restricted on a least-privilege basis.

7. Service levels

Tahdah targets 99.9% service availability per calendar month, excluding planned maintenance. Service credits, where applicable, are set out in the Service Level Agreement

referenced in the Order Form and represent the Buyer's sole remedy for availability failures.

8. Support

Support services are provided in accordance with the support arrangements described in the Service Definition Document.

9. Intellectual property

All intellectual property rights in the Tahdah Platform remain the property of Tahdah or its licensors. The Buyer retains ownership of all Buyer Data.

10. Fees and payment

Fees are payable as set out in the Order Form and pricing schedule published on the Digital Marketplace. All fees are exclusive of VAT unless stated otherwise.

11. Term and termination

The contract shall commence on the start date specified in the Order Form and continue for the agreed term. Either party may terminate for material breach in accordance with the G-Cloud Framework Agreement. Termination for convenience shall be as permitted under the Framework Agreement.

12. Exit and data return

Upon termination or expiry, the Buyer may export its data in open formats prior to service cessation. Tahdah shall securely delete Buyer Data following contract end in accordance with its data sanitisation processes.

13. Liability

Liability shall be subject to the limitations and exclusions set out in the G-Cloud Framework Agreement. Nothing in these terms shall limit liability for death or personal injury caused by negligence, fraud, or other liabilities which cannot be excluded by law.

14. Confidentiality

Each party shall keep confidential all information disclosed in connection with the contract, except as permitted under the G-Cloud Framework Agreement.

15. Governing law

These Service Terms and Conditions are governed by the laws of England and Wales, and the parties submit to the exclusive jurisdiction of the English courts.