

Terms and Conditions

MyTeamsWork Case Management

Supplier: Cloud Application Services Limited (“CAS”)

Framework: G-Cloud 15

Service: MyTeamsWork Case Management

Version: v1.0

Date: January 2026

1. Framework precedence

All services provided by Cloud Application Services Limited under this agreement are governed by the G-Cloud 15 Framework Agreement.

In the event of any conflict, the order of precedence shall be: 1. The G-Cloud 15 Framework Agreement 2. The G-Cloud Call-Off Contract 3. These Terms and Conditions 4. The Service Definition 5. Any Order Form or Schedule

2. Call-Off Contract

For each engagement, a Call-Off Contract shall be agreed between the Buyer and Cloud Application Services Limited using the G-Cloud Call-Off Contract template available on the Digital Marketplace.

As a minimum, the Call-Off Contract shall include: - Part A: Order Form - Part B: Terms and Conditions

3. Scope of service

CAS provides access to the MyTeamsWork Case Management application deployed within the Buyer’s Microsoft 365 environment, together with associated configuration and support services as defined in the Service Definition.

CAS does not provide hosting of customer data, infrastructure management, or end-user device support.

4. Software licence

From the Commencement Date, CAS grants the Buyer a non-exclusive, non-transferable licence to use the MyTeamsWork Case Management application and related documentation for the purposes and duration set out in the Call-Off Contract.

The licence is limited to authorised users within the Buyer's organisation. Where user numbers exceed any limits specified in the Call-Off Contract, additional charges may apply in accordance with the agreed pricing.

The Buyer shall: - Take reasonable measures to prevent unauthorised access or use - Ensure that authorised users comply with the Call-Off Contract - Use the service only for lawful and agreed purposes

Except as expressly permitted in the Call-Off Contract, the Buyer shall not: - Copy, modify, or create derivative works of the service - Reverse engineer, decompile, or disassemble the service - Provide access to the service to third parties - Use the service to create a competing product or service

5. Intellectual property rights

All Intellectual Property Rights in MyTeamsWork, including any enhancements or modifications made by CAS, shall remain the property of CAS unless otherwise stated in the Call-Off Contract.

All Intellectual Property Rights belonging to the Buyer shall remain the property of the Buyer.

Nothing in this agreement transfers ownership of Intellectual Property Rights.

6. User acceptance

Where configuration or deliverables are provided to meet Buyer requirements, acceptance criteria and procedures shall be agreed and documented in the Order Form or associated schedules.

7. Audit and records

During the term of the Call-Off Contract and for a period of twelve (12) months thereafter, the Buyer shall maintain records reasonably required to verify charges payable, including user numbers where applicable.

CAS may request confirmation of such information where necessary to support invoicing in accordance with the Call-Off Contract.

8. Data protection

Each party shall comply with applicable data protection legislation.

The Buyer acts as Data Controller for all personal data processed using the service. CAS acts as Data Processor only where applicable.

CAS does not store customer data outside the Buyer's Microsoft 365 environment.

9. Information security

CAS operates an Information Security Management System certified to ISO/IEC 27001 and holds Cyber Essentials Plus certification.

Security, resilience, encryption, and monitoring controls for data processed by MyTeamsWork are provided by Microsoft 365 in accordance with the Buyer's tenant configuration.

10. Liability and warranties

Liability, warranties, indemnities, and limitations of liability shall be as set out in the G-Cloud 15 Call-Off Contract. No additional warranties are provided under these Terms and Conditions.

11. Termination

Termination rights shall be as defined in the G-Cloud Call-Off Contract.

Upon termination, access to MyTeamsWork shall be removed. All customer data shall remain within the Buyer's Microsoft 365 environment.

12. General

These Terms and Conditions are governed by the laws of Northern Ireland, and the parties submit to the exclusive jurisdiction of the Northern Ireland courts.

Cloud Application Services Limited

Registered in the United Kingdom No. NI675603

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