

Terms and Conditions

Supplier: Virtual Edge Ltd

Framework: G-Cloud 15 – Lot 3 (Cloud Support)

Service: Security-Led Azure Cloud Support & Operations

1. Scope of Services

Virtual Edge Ltd provides cloud support and security-focused operational services as defined in the applicable Service Definition. Services are delivered remotely and do not include cloud hosting, resale of cloud infrastructure, or ownership of customer systems.

2. Customer Responsibilities

The customer retains ownership of all cloud tenants, subscriptions, data, and systems. The customer is responsible for maintaining appropriate licences and agreements with third-party providers, including Microsoft.

3. Data Protection

Virtual Edge Ltd processes personal data in accordance with UK GDPR and applicable data protection legislation. Each party shall comply with its respective data protection obligations. Data ownership remains with the customer at all times.

4. Security

Virtual Edge Ltd implements appropriate technical and organisational measures to protect customer data. Access to customer systems is restricted to authorised personnel and follows least-privilege principles.

5. Service Levels

Service levels, response times, and support hours are agreed at call-off. Unless otherwise agreed, services are provided during UK business hours.

6. Charges and Payment

Charges are agreed at call-off and invoiced in accordance with the agreed payment terms. All charges exclude VAT unless stated otherwise.

7. Liability

Liability is limited in accordance with the applicable framework agreement and call-off contract. Neither party excludes liability for death or personal injury caused by negligence or for fraud.

8. Termination

Either party may terminate a call-off contract in accordance with the termination provisions set out in the applicable framework agreement.

9. Governing Law

These terms and conditions are governed by the laws of England and Wales, and the parties submit to the exclusive jurisdiction of the English courts.