



DEFENDED SOLUTIONS

Terms and Conditions:

Cloud Support

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1. Document Control

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2. Confidentiality

All information shared between the customer and the service provider during the integration of cloud services is considered confidential and will be treated as such. Both parties agree to maintain the confidentiality of sensitive information, including but not limited to business processes, technical details, and proprietary data, unless required by law or mutually agreed upon for specific purposes related to the service integration.

3. Introduction

This document sets out the Terms and Conditions governing the provision of Cloud Support services by Defended Solutions. It defines the contractual framework for delivering operational, technical, and security support for cloud environments, including the roles, responsibilities, and obligations of both the Service Provider and the Customer.

4. Terms and Conditions

1) Definitions

"Service Provider" means Defended Solutions.

"Customer" means the organisation purchasing the services.

"Services" means the cloud hosting and integration services described in the Service Definition.

"Agreement" means these Terms and Conditions together with the Service Definition and any Order Form.

2) Scope of Services

The Service Provider shall deliver **cloud support services only**, including but not limited to:

- Operational cloud support
- Monitoring and alerting
- Incident and problem management
- Security and compliance support
- Optimisation and governance advisory
- Application and service support

The Service Provider does **not** supply or resell cloud infrastructure, platforms, or licences under this Agreement

3) Term and Termination

The Agreement shall commence on the effective date stated in the Order Form and continue for the agreed term. Either party may terminate for material breach with reasonable notice. Upon termination, access to support services will cease in an orderly manner.

4) Customer Responsibilities

The Customer shall provide accurate information, maintain appropriate security controls, comply with applicable laws, and cooperate with testing, onboarding, and operational activities.

5) Service Provider Responsibilities

- The Service Provider shall:
- Deliver services with reasonable skill and care

- Provide qualified cloud support engineers
- Follow agreed incident, change, and escalation processes
- Act only within customer-authorised permissions

6) Service Levels and Support

Support levels, response targets, and availability are defined in the Service Definition and Order Form. Services are delivered remotely unless otherwise agreed.

7) Incident and Fault Management

Incidents are logged, prioritised, and resolved in accordance with agreed severity levels. The Service Provider will provide regular updates until resolution or handover.

8) Escalation

Escalation paths include technical, management, and executive levels where required. Escalation timeframes are defined in the Service Definition

9) Onboarding and Offboarding

The Service Provider will support onboarding through agreed access, documentation review, and service initiation. On offboarding, access will be revoked and services formally closed.

10) Data Backup and Disaster Recovery

The Service Provider does not provide backup or disaster recovery services unless explicitly included in the Service Definition. Responsibility remains with the Customer's cloud platform unless otherwise agreed.

11) Security and Governance

The Service Provider operates security controls aligned with recognised standards, including access management, logging, monitoring, and secure handling of customer information.

12) Data Access and Exit

The Service Provider does not store customer data beyond operational logs and support artefacts. Upon termination, access credentials are revoked and support data retained only as required by law.

13) Confidentiality

Both parties shall protect confidential information and restrict disclosure to authorised personnel only.

14) Complaints

Complaints may be raised through designated support channels and will be handled in line with documented procedures.

15) Limitation of Liability

Liability shall be limited as permitted by law and as set out in the Order Form. The Service Provider is not responsible for outages or failures of customer-managed cloud platforms.

16) Governing Law

This Agreement shall be governed by and construed in accordance with the laws of England and Wales.