



Terms and Conditions



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1. ABOUT THESE TERMS

These Terms and Conditions govern the supply of **Software as a Service (SaaS)** (“the Service”) by **JSBC Labs** (“the Supplier”) to the buyer (“the Customer”) under the G-Cloud framework.

By using the Service, the Customer agrees to these Terms and Conditions.

2. SERVICE PROVISION

The Supplier will provide access to the Service on a subscription basis for the duration agreed in the order form or G-Cloud call-off contract.

The Service is provided as Software as a Service (SaaS) and accessed via the internet.

3. CUSTOMER RESPONSIBILITIES

The Customer is responsible for:

- Ensuring users comply with acceptable use requirements
- Managing user access and credentials
- Ensuring data entered into the Service is lawful and accurate

The Customer must not misuse the Service or attempt unauthorised access.

4. DATA PROTECTION

Both parties will comply with applicable UK data protection legislation, including UK GDPR.

The Supplier acts as a data processor and will:

- Process data only on documented customer instructions
- Apply appropriate technical and organisational security measures
- Assist with data subject rights requests where required

5. SECURITY

The Supplier will:

- Protect data using industry-standard security controls
- Encrypt data in transit
- Restrict access to authorised personnel only

Details of security measures are available on request.

6. AVAILABILITY AND SUPPORT

The Supplier aims to provide a reliable service but does not guarantee uninterrupted availability.

Support is provided via email during standard business hours.

7. CHARGES AND PAYMENT

Charges are as set out in the G-Cloud pricing document.

Invoices are payable within the agreed payment terms.

8. TERMINATION

Either party may terminate the contract in accordance with the G-Cloud framework terms.

Upon termination:

- Customer access will be removed
- Customer data will be returned or securely deleted upon request

9. LIABILITY

Liability is limited in accordance with the G-Cloud framework agreement.

Neither party excludes liability for death, personal injury, fraud, or other liability that cannot be excluded by law.

10. GOVERNING LAW

These Terms and Conditions are governed by the laws of England and Wales.

