

Terms and Conditions

Service: Snapshot AI

Supplier: Vesper Software Limited

1. Definitions and interpretation

In these Terms and Conditions, Snapshot AI refers to the cloud-based software service provided by Vesper Software Limited. The Customer refers to the organisation purchasing or using the service.

2. Provision of the service

Vesper Software Limited will provide Snapshot AI as a hosted Software as a Service. The service is accessed via the internet and does not require local installation. Service features are provided as described in the Service Definition document.

3. Use of the service

The Customer must ensure that only authorised users access the service. Users must comply with applicable laws and must not misuse the service or attempt to gain unauthorised access to systems or data.

4. Availability and support

The Supplier targets 99.5% availability per calendar month, excluding planned maintenance. Support is provided via email and phone during business hours. Enhanced support services may be provided by agreement at additional cost.

5. Data protection and security

The Supplier will process customer data in accordance with applicable data protection laws. Appropriate technical and organisational measures are in place to protect customer data, including encryption, access controls, and monitoring.

6. Data ownership and access

The Customer retains ownership of its data. The Supplier acts as a data processor where applicable. Customers may request access to their data and audit information through the support team.

7. Term and termination

The agreement will commence on the contract start date and continue for the agreed term. Either party may terminate in accordance with the contract. On termination, the Customer may export its data and the Supplier will securely delete customer data following the exit process.

8. Changes to the service

The Supplier may make changes to the service to maintain security, compliance, or functionality. Material changes that impact customers will be communicated in advance where reasonably practicable.

9. Liability

Each party's liability is limited to the extent permitted by law. The Supplier does not exclude liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

10. Confidentiality

Each party will treat confidential information received from the other party as confidential and will not disclose it except as required by law or with prior written consent.

11. Governing law

These Terms and Conditions are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

12. Accessibility

This document is provided in an accessible format suitable for screen readers and assistive technologies when exported as PDF/A.