

Supplier Terms and Conditions

Supplier: The Process Play Ltd

Service: ServiceNow Cloud Support and Implementation Services

Lot: G-Cloud 15 - Lot 3: Cloud Support

1. Precedence of G-Cloud Call-Off Terms

All services provided by The Process Play Ltd under G-Cloud 15 are governed by the Crown Commercial Service (CCS) G-Cloud Call-Off Terms.

These Supplier Terms and Conditions apply only where expressly permitted and do not override or conflict with the G-Cloud Call-Off Terms.

2. Scope of Services

Services are provided as described in the relevant G-Cloud service listing and service definition document. Any specific deliverables, service levels or variations will be agreed in writing as part of an individual call-off contract.

3. Intellectual Property

Each party retains ownership of its pre-existing intellectual property.

Unless otherwise agreed in writing, intellectual property created specifically for the buyer as part of the services shall be treated in accordance with the G-Cloud Call-Off Terms.

4. Confidentiality

Each party agrees to keep confidential any information disclosed in connection with the services, except where disclosure is required by law or permitted under the G-Cloud Call-Off Terms.

5. Data Protection

The parties shall comply with applicable data protection legislation, including UK GDPR.

Where personal data is processed, this shall be handled in accordance with the G-Cloud Call-Off Terms and any agreed data processing arrangements.

6. Security

The Process Play Ltd maintains appropriate technical and organisational measures to protect information accessed as part of the services. Any additional security or clearance requirements will be agreed per engagement.

7. Liability

Liability is governed by the G-Cloud Call-Off Terms. No additional liability terms are introduced by this document.

8. Termination

Termination rights are as set out in the G-Cloud Call-Off Terms.

9. Governing Law

This agreement is governed by the laws applicable to the G-Cloud Call-Off Terms.

10. Entire Agreement

This document, together with the G-Cloud Call-Off Terms and the relevant service definition, constitutes the entire agreement between the parties in relation to services purchased under G-Cloud 15.