

Object Support- Terms and Conditions

1. Introduction

These Terms and Conditions apply to the provision of the Object Support service for support and maintenance of in-house developed cloud applications. They form part of the agreement between the supplier and the buyer.

2. Scope of Service

The service provides remote application support and maintenance for existing cloud applications developed in-house by the buyer or by third-party delivery teams.

The service does not include new system development, major enhancements, re-platforming, or infrastructure management unless explicitly agreed in writing.

3. Service Delivery

Services are delivered remotely during standard business hours, Monday to Friday, excluding UK public holidays, unless otherwise agreed.

Support requests are handled on a reasonable endeavours basis and prioritised according to impact and complexity.

4. Buyer Responsibilities

The buyer is responsible for:

- * Providing timely access to systems, environments, documentation, and relevant personnel
- * Ensuring systems are hosted in a supported cloud environment
- * Maintaining appropriate security controls and approvals

Delays caused by lack of access or information may affect service delivery.

5. Charges and Payment

Charges are agreed in advance and may be based on a fixed monthly fee or time-and-materials.

Invoices are issued in accordance with the agreed contract terms. Payment terms are as specified in the order form or contract.

6. Confidentiality

Each party agrees to keep confidential any information received from the other party that is not publicly available and is marked or reasonably understood to be confidential.

Confidential information shall not be disclosed to third parties without prior written consent, except where required by law.

7. Data Protection

Each party shall comply with applicable data protection legislation. The buyer remains the data controller for any personal data processed within the supported applications.

The supplier will only process personal data as necessary to deliver the service.

8. Intellectual Property

All intellectual property rights in the supported applications remain with the buyer or their licensors. No transfer of ownership is implied by the provision of this service.

9. Liability

Each party's liability is limited to the extent permitted by law. The supplier is not liable for pre-existing defects, undocumented behaviour, or third-party components within the supported application.

10. Term and Termination

The agreement commences on the start date specified in the order form and continues until terminated by either party in accordance with the agreed notice period.

On termination, reasonable assistance may be provided to support handover, subject to agreement.

11. Governing Law

These Terms and Conditions are governed by the laws of England and Wales, unless otherwise agreed.