

Terms and Conditions

Webcurl Self-Service Portal

1. Introduction

These Terms and Conditions govern the provision of the Webcurl Self-Service Portal (“the Service”) delivered by Webcurl to the Customer. Use of the Service constitutes acceptance of these terms.

2. Service Provision

Webcurl provides configuration, hosting (where applicable), support, and maintenance of the Service as described in the Service Definition. The Customer is responsible for ensuring that its use of the Service complies with applicable laws and internal policies.

3. Customer Responsibilities

The Customer must:

- Provide accurate configuration requirements and access permissions
- Maintain responsibility for data entered into the Service
- Ensure appropriate user management and authentication controls
- Notify Webcurl promptly of any suspected security incident or misuse

4. Acceptable Use

The Service must not be used for unlawful activity, security testing without permission, or activities that may disrupt platform stability. Webcurl may suspend access where necessary to protect the service or other customers.

5. Service Levels

Webcurl provides availability and support in line with the published SLA. Service credits apply where availability falls below guaranteed levels.

6. Data Protection

Webcurl acts as a data processor where applicable. The Customer remains the data controller. Data is processed only on documented instruction and in accordance with applicable data-protection legislation.

7. Security

Webcurl maintains security controls aligned with industry standards and Microsoft cloud security capabilities. Customers must implement appropriate controls for their own users and integrations.

8. Changes to the Service

Webcurl may update or enhance the Service to maintain security, performance, or compliance. Material changes will be communicated in advance where reasonably possible.

9. Liability

Webcurl's liability is limited to the fees paid for the affected service period. Webcurl is not liable for indirect or consequential loss, customer-owned infrastructure issues, or Microsoft platform-wide incidents.

10. Termination

Either party may terminate the service with written notice in accordance with the G-Cloud Call-Off Contract. Upon termination, customer data will be returned or deleted as instructed.

11. Intellectual Property

All intellectual property in the Service, configuration assets, and supporting materials remains the property of Webcurl or its licensors. Customers retain ownership of their own data.

12. Governing Law

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