



# Seedili – Terms and Conditions

**Lot 2b: Software as a Service (SaaS)**

**Supplier:** Ore Technologies Ltd

## 1. Introduction

These Terms and Conditions govern the provision and use of **Seedili**, a cloud-hosted Software as a Service (SaaS) platform operated by Ore Technologies Ltd (“the Supplier”).

Seedili is provided to Buyers as a standard, subscription-based service under the G-Cloud framework. These Terms apply alongside the Call-Off Contract agreed between the Buyer and the Supplier.

## 2. Service Scope

Seedili is provided as a **supplier-operated SaaS platform** that supports curriculum-aligned learning, practice and exam preparation using governed artificial intelligence.

The service includes access to the Seedili platform via a supported web browser and APIs, together with platform updates, security controls and standard support as described in the Service Definition.

Seedili is a **standard product**. Configuration options are available within the platform, but bespoke software development is not included as part of the service.

## 3. Use of Artificial Intelligence

Seedili uses artificial intelligence in a constrained and governed manner to support learning activities.

The Buyer acknowledges that:

- AI outputs are limited to approved curricula and configured subject areas
- AI is designed to assist learning, not replace teaching or assessment
- AI outputs are generated based on structured prompts and rules
- AI does not provide guarantees of correctness, grades or outcomes

Seedili does not permit unrestricted AI chat, generate exam answers for cheating, or claim endorsement by awarding bodies or regulators.

## 4. Buyer Responsibilities



The Buyer is responsible for:

- Ensuring users access the service in accordance with these Terms
- Managing user accounts and permissions within the platform
- Ensuring appropriate use of AI tools in line with institutional policies
- Providing accurate and lawful data where data is uploaded or integrated

The Buyer remains responsible for educational decisions, assessments and outcomes.

## 5. Configuration and Changes

Seedili allows Buyers to configure aspects of the service, including:

- Enabled exam tracks and subjects
- User roles and access permissions
- Feature availability and learning modes

Core platform logic, AI safeguards and system architecture are not bespoke modified for individual Buyers.

The Supplier may update or enhance the service from time to time to improve functionality, security or compliance. Material changes are communicated in advance where appropriate.

## 6. Availability and Maintenance

Seedili targets a monthly availability of **99.5%**, excluding planned maintenance.

Planned maintenance:

- Is scheduled in advance where possible
- Is communicated to Buyers
- Is typically performed outside UK business hours

Availability commitments and any service credits are defined in the Call-Off Contract.

## 7. Support Services

Standard support is provided via email or online ticketing during UK business hours (9am–5pm, Monday to Friday).

Support covers:

- Access and authentication issues



- Platform usage questions
- Fault reporting and incident handling

Enhanced support, onboarding or technical account management may be agreed separately at call-off.

## 8. Data Ownership and Protection

All Buyer data remains the property of the Buyer.

The Supplier:

- Processes data only to deliver the service
- Does not train AI models using Buyer or learner PII data
- Implements role-based access control and audit logging
- Applies data protection measures aligned with UK GDPR

Data is stored and processed in accordance with the Service Definition and applicable law.

## 9. Audit and Transparency

Seedili maintains audit logs covering:

- User activity
- AI usage
- Administrative actions

Audit information is available to Buyers on request via the support process, subject to appropriate access controls.

## 10. End of Contract and Data Exit

At the end of the contract:

- Buyers may export their data in supported open formats
- Access to the service is withdrawn after the agreed termination date
- Buyer data is securely deleted following confirmation of export

Data sanitisation is performed using logical and cryptographic erasure in line with documented processes.

## 11. Limitations and Exclusions



Seedili is provided on an “as-is” basis as a learning support platform.

The Supplier does not:

- Guarantee exam results or learning outcomes
- Accept responsibility for educational decisions made using the service
- Provide bespoke development within the SaaS subscription

Liability is limited in accordance with the Call-Off Contract and applicable law.

## **12. Compliance and Governance**

Security governance is led at board level and aligns with recognised good practice, including NCSC guidance and ISO/IEC 27001 principles.

Where required by a Buyer, the Supplier is prepared to work towards Cyber Essentials or equivalent certification.

## **13. Governing Law**

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes are subject to the exclusive jurisdiction of the English courts.