



Terms of Service

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2 DOCUMENT CONTROL

2.1 Version History

Version	Date	Summary of Changes	Pages Changed	Author
1.0	22/01/2026	Initial Document Created		Simon Williams

2.2 Internal Reviewers

This document has been reviewed by the following individuals:

Name	Role	Email
Simon Williams	Director	Simon.Williams@Cloudpackagers.com

2.3 Distribution List

This document has been sent to the following individuals:

Name	Organisation	Email

3 ABOUT

Cloudpackagers Ltd (“Cloudpackagers”) are a leading supplier of application packaging services in the UK. Our services are designed to seamlessly integrate with our clients’ existing processes, delivering immediate scalability to accommodate fluctuating workloads.

What sets us apart from other service providers is our deep expertise, meticulous attention to detail, relentless work ethic, and unwavering commitment to best practices - much of which we have consistently demonstrated and openly shared with the wider community through public forums, our own website and other application packaging networks since 2015.

4 SERVICE SCOPE

Cloudpackagers will provide application packaging and related cloud support services as defined in the Buyer's Order Form. Services may include:

- Application discovery and installer analysis
- Packaging using MSIX, Numecent Cloudpaging, and scripted installs
- Creation of silent install, uninstall and detection logic
- Testing and validation in agreed environments
- Deployment enablement using Microsoft Intune and, where appropriate, Cloudpacer
- Documentation, knowledge transfer and training where agreed

Any services not explicitly stated in the Order Form are out of scope.

5 SERVICE DELIVERY

Services are delivered using a structured approach:

- Initiation and requirements confirmation
- Application analysis and packaging
- Testing and validation
- Deployment support
- Handover and documentation

Delivery is remote by default. Onsite delivery is available by agreement and subject to customer site access and security requirements.

6 BUYER RESPONSIBILITIES

The Buyer will provide:

- Access to application installers, licences and vendor documentation
- Access to required tools and environments (e.g. Intune, Cloudpacer, Juriba)
- Test devices or virtual desktop environments where required
- Named technical and commercial contacts
- Access approvals and change windows

Delays caused by missing information or access may affect delivery timelines.

7 CHANGE MANAGEMENT

Any changes to scope, priority or deliverables must be agreed in writing using the Call-Off Contract change process.

Where third-party installer quality or technical constraints affect delivery, Cloudpackagers may propose a revised approach.

8 CHARGES AND PAYMENT

Charges will be as stated in the Order Form and aligned with the published G-Cloud pricing.

Invoices will be raised in accordance with the Order Form.

Travel and subsistence will only be charged where onsite delivery is agreed in advance.

9 SUPPORT

Support is provided via email or online ticketing.

Support level	Description
Standard support	UK business hours, response within 8 working hours
Enhanced support	Priority handling and extended hours by agreement
Critical support	Out-of-hours or release window support by agreement

Support is delivered by appropriately skilled consultants. A Technical Account Manager role may be provided where appropriate for larger engagements.

10 PERSONNEL

Cloudpackagers will not use subcontractors unless declared and approved in accordance with the framework rules.

11 SECURITY AND DATA HANDLING

Cloudpackagers will:

- Follow customer security policies
- Apply least-privilege access
- Use secure methods for file transfer and storage
- Only process data necessary to deliver the service

Customer data and artefacts will be returned or securely deleted at the end of the engagement.

12 DATA PROTECTION

Each party will comply with applicable UK data protection legislation.

Personal data will only be processed as required to deliver the services and in accordance with Buyer instructions and the Call-Off Contract.

13 INTELLECTUAL PROPERTY

Each party retains ownership of its background intellectual property.

Deliverables produced under the contract will be treated in accordance with the Call-Off Contract terms.

Cloudpackagers may reuse non-customer-specific knowledge and techniques provided no confidential information is disclosed.

14 CONFIDENTIALITY AND TRANSPARENCY

Both parties will protect confidential information.

The Buyer may be subject to disclosure obligations under legislation such as the Freedom of Information Act and will apply exemptions where appropriate.

15 HANDOVER AND OFFBOARDING

At the end of the engagement, Cloudpackagers will provide:

- Finalised packages
- Documentation and runbooks
- Knowledge transfer where agreed

Offboarding support will be provided as defined in the Order Form.

16 LIABILITY

Liability and remedies are governed by the G-Cloud 15 Call-Off Contract.

Nothing in these terms limits liability that cannot be limited by law.

17 GOVERNING LAW

Governing law and jurisdiction are as defined in the Call-Off Contract.