

Calm Delivery Limited

G-Cloud 15 Framework Terms & Conditions

Completed by:
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www.calm.delivery

Terms & Conditions

1. Company Information

- Company name: Calm Delivery Limited
- Registered office: c/o Aardvark Accounting, 1 Cedar Office Park, Cobham Road, Wimborne, BH21 7SB
- Company registration number: 16693830
- VAT registration number: 500 988 193
- Legal status: Private Limited Company (UK)

2. Applicability of this document

This document provides high-level information about the contractual approach used by Calm Delivery Limited when delivering services under the G-Cloud framework.

All services supplied via the Digital Marketplace are subject to the G-Cloud 15 Terms and Conditions issued by Crown Commercial Service (CCS). This document does not replace or override those terms.

Where there is any conflict between this document and the G-Cloud 15 Terms and Conditions, the G-Cloud Terms and Conditions take precedence.

3. Relationship to G-Cloud 15 Terms and Conditions

Calm Delivery Limited does not impose its own standard commercial terms and conditions for G-Cloud services.

The G-Cloud 15 Terms and Conditions govern all contracts formed under the framework.

Any service-specific details or clarifications are agreed in plain English via the Digital Marketplace call-off order form at the point of order.

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No additional contractual terms apply unless explicitly agreed and permitted under the G-Cloud framework.

4. Ordering and call-off process

Services are purchased by buyers through a G-Cloud call-off agreement via the Digital Marketplace.

The call-off order form defines:

- the scope of services
- pricing and rates
- duration of the engagement
- deliverables and outcomes

Work will not commence until a valid call-off agreement has been agreed by both parties.

5. Pricing and payment

Pricing is as published on the Digital Marketplace at the time of purchase.

Any variations to scope or pricing must be agreed in writing via the call-off order form.

Invoicing and payment terms are governed by the G-Cloud 15 Terms and Conditions.

6. Intellectual property

Intellectual property rights are managed in accordance with the G-Cloud 15 Terms and Conditions.

Calm Delivery Limited respects buyer ownership of deliverables created under a G-Cloud call-off, as defined in the applicable G-Cloud terms.

7. Data protection and information security

Calm Delivery Limited complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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Roles and responsibilities (controller or processor) will be defined within the call-off agreement.

Personal data will only be processed where necessary to deliver the agreed services.

Appropriate technical and organisational measures are in place to protect information.

Further details are available in Calm Delivery Limited's Privacy Policy, where applicable.

8. Confidentiality

Calm Delivery Limited treats all buyer information as confidential and handles it in accordance with the confidentiality provisions set out in the G-Cloud 15 Terms and Conditions.

9. Subcontracting and third parties

Calm Delivery Limited primarily delivers services directly.

Where subcontractors or third parties are used, this will:

- be communicated to the buyer in advance
- comply with the requirements of the G-Cloud framework
- not affect Calm Delivery Limited's responsibility for delivery of the services

10. Insurance and professional standards

Calm Delivery Limited maintains appropriate insurance cover, including professional indemnity insurance, suitable for the services provided under the G-Cloud framework.

All services are delivered with reasonable skill and care, in line with recognised professional standards.

11. Contact and escalation

Primary contact details for contractual and delivery queries will be provided as part of the call-off agreement.

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Any issues or concerns will be addressed collaboratively in the first instance, with formal escalation handled in line with the G-Cloud 15 Terms and Conditions.

12. Governing law

Contracts formed under the G-Cloud framework are governed by the laws of England and Wales, as set out in the G-Cloud 15 Terms and Conditions.

13. Document control

Document title: G-Cloud 15 Terms & Conditions for Calm Delivery Limited

Version: 1.0

Date: 02/01/2026

This document is provided for information only and does not amend or replace the G-Cloud 15 Terms and Conditions.