

Drop Table Ltd – Terms and Conditions

These Terms and Conditions (“Terms”) apply to all services provided by **Drop Table Ltd** (“Drop Table”, “we”, “us”) to customers (“you”, “Customer”), including consulting services and the ADO Pulse platform.

By procuring or using our services, you agree to these Terms.

1. About Drop Table

Drop Table Ltd is a UK-registered cloud, security, DevOps, and software consultancy providing advisory, architecture, engineering, and automated assessment services.

2. Scope of Services

We provide professional services including:

- Cloud and security advisory
- Architecture and engineering services
- DevOps and DevSecOps delivery
- Software and platform engineering
- Automated assessments and reporting via ADO Pulse

Service scope, deliverables, and pricing will be defined in a **Statement of Work (SOW)**, order form, or written agreement.

3. Service Delivery Standard

Services are delivered with **reasonable skill and care**, in line with industry best practice and recognised frameworks where applicable.

We do not provide formal certification, audit, or regulatory approval unless explicitly agreed in writing.

4. Customer Responsibilities

You are responsible for:

- Ensuring you have authority to grant system and data access
- Providing accurate and timely information
- Maintaining backups, access controls, and change management
- Making final decisions on security, compliance, and operational changes

5. Information Security & Assurance

Drop Table maintains appropriate **administrative, technical, and organisational controls** designed to protect customer information.

6. Data Protection

Both parties shall comply with applicable data protection legislation, including the **UK GDPR** and **Data Protection Act 2018**.

Personal data is processed only for legitimate service delivery purposes and in accordance with our **Privacy Policy**.

7. Intellectual Property

Unless otherwise agreed in writing:

- Each party retains ownership of its existing intellectual property
- Customers receive a licence to use deliverables internally
- Drop Table retains ownership of its tools, methodologies, frameworks, and software, including ADO Pulse

8. Confidentiality

Each party agrees to protect confidential information and use it solely for service delivery purposes.

Confidentiality obligations do not apply to information that is public, independently developed, or lawfully required to be disclosed.

9. ADO Pulse – Service-Specific Terms

9.1 Overview

ADO Pulse is an automated assessment tool for Azure DevOps environments, designed to provide visibility into configuration, maturity, and security alignment.

9.2 Access and Permissions

ADO Pulse connects using OAuth or Personal Access Tokens with **read-only permissions**.

You confirm you have authority to grant such access.

9.3 Data Processing

ADO Pulse analyses configuration metadata and project attributes.

It does not access or store source code content.

Assessment reports are securely generated and stored in **Microsoft Azure UK South**.

Reports may include:

- Customer email addresses
- Identified stale or inactive user names

9.4 Use of Results

- Summary outputs may be provided free of charge
- Full reports require a valid licence
- Outputs are for **internal use only**
- Redistribution or commercial use requires written approval

9.5 Guidance Only

ADO Pulse outputs are provided as **informational guidance**. They do not constitute legal, regulatory, or audit advice.

9.6 Availability and Changes

ADO Pulse may be updated, modified, or withdrawn. Continued use constitutes acceptance of updates.

10. Fees and Payment

Fees are exclusive of VAT and payable within agreed terms. Non-payment may result in suspension of services.

11. Limitation of Liability

To the extent permitted by law:

- We are not liable for indirect or consequential loss
- Total liability is capped at fees paid in the preceding 12 months
- Nothing limits liability for fraud, death, or personal injury.

12. Acceptable Use

You must not:

- Use services unlawfully
- Attempt to bypass access controls
- Interfere with or reverse engineer our tools
- Present outputs as formal certification

13. Termination

Either party may terminate with reasonable written notice or immediately for material breach.

Confidentiality and data protection obligations survive termination.

14. Governing Law

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