

Terms and Conditions

Cloud Support Services

Supplier: Hamdan Technology Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support

1. General

These terms and conditions apply to cloud support services provided by Hamdan Technology Ltd under the G-Cloud 15 framework. Services are supplied in accordance with the G-Cloud Call-Off Contract and associated schedules published by the UK Government.

Where there is any conflict between these terms and the G-Cloud Call-Off Contract, the Call-Off Contract shall take precedence.

2. Service Provision

Hamdan Technology Ltd will provide cloud support services as described in the service description and agreed order form. Services may include advisory, implementation, optimisation, security, testing, training, and operational support activities.

Services are delivered on a time and materials or fixed-price basis as agreed with the buyer.

3. Charges and Payment

Charges are set out in the pricing document published on the Digital Marketplace.

Invoices are issued in accordance with the agreed payment schedule.

Payment terms are 30 days from receipt of a valid invoice unless otherwise agreed.

4. Responsibilities

Hamdan Technology Ltd will:

- Provide services with reasonable skill and care
- Use suitably qualified personnel
- Comply with applicable laws and regulations

The buyer will:

- Provide timely access to systems, information, and personnel
- Ensure appropriate authority to permit work to be carried out

5. Confidentiality and Data Protection

Both parties shall maintain confidentiality of information received during service delivery. Any processing of personal data will be carried out in accordance with UK GDPR, the Data Protection Act 2018, and the G-Cloud Call-Off Contract.

6. Security

Staff delivering services are subject to appropriate screening in line with government guidance. Security controls align with the UK Government Cloud Security Principles.

7. Intellectual Property

Intellectual property rights are handled in accordance with the G-Cloud Call-Off Contract. Unless otherwise agreed, existing intellectual property remains with the owning party.

8. Termination

Either party may terminate the agreement in accordance with the termination provisions set out in the G-Cloud Call-Off Contract.

9. Liability

Liability is limited as set out in the G-Cloud Call-Off Contract. Nothing in these terms limits liability for death, personal injury, fraud, or other liabilities that cannot be excluded by law.

10. Governing Law

These terms and conditions are governed by the laws of England and Wales.