



Data Migration & Transformation Terms & Conditions v1.0

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Scope of Service

1. Data Migration & Transformation Service delivers end-to-end migration, cleansing, and enrichment of structured and semi-structured data across legacy, CRM and cloud platforms. Designed for UK public sector organisations, it ensures secure, auditable, and compliant transitions aligned with digital transformation and regulatory programmes.
2. The service covers discovery, planning, secure data migration, cleansing, enrichment, and post-migration validation. Examples of Supported platforms include Microsoft 365, Azure, AWS, and Google Cloud. Examples of supported databases and applications include Oracle, Salesforce, MailChimp and HubSpot. Hybrid and legacy system migrations are available subject to assessment.

Customer Responsibilities

3. The customer shall provide access credentials, system documentation, and data inventories required for migration. The customer is responsible for validating the accuracy and completeness of migrated data and ensuring pre-migration backups are completed unless contracted separately.

Service Limitations

4. The service supports data classified as 'Official' under UK Government Security Classification Policy. Support for 'Above Official' data and proprietary systems without APIs or export tools requires prior agreement. No guarantee of zero data loss is provided unless rollback provisions are explicitly contracted.

Data Protection

5. All data handled during the service will be encrypted in transit and at rest. The supplier will comply with UK GDPR and relevant data protection legislation. Data will be securely deleted from temporary environments post-migration unless retention is contractually required.



Confidentiality

6. Both parties agree to maintain the confidentiality of all proprietary and sensitive information exchanged during the engagement. Confidential information shall not be disclosed to third parties without prior written consent, except as required by law.

Liability

7. The supplier shall not be liable for indirect, incidental, or consequential damages arising from the use of the service. Liability for direct damages shall be limited to the total fees paid for the specific engagement.

Termination

8. Either party may terminate the agreement with 10 working days' written notice. Termination shall not affect obligations incurred prior to the termination date, including payment for completed work.

Governing Law

9. These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.