# NYMO GROUP LTD

Terms and Conditions for Nymo Cloud Hosting

## 1. INTRODUCTION

These Terms and Conditions govern the provision of Nymo Cloud Hosting services to the customer. By using the service, the customer agrees to the terms outlined herein.

## 2. SERVICE DESCRIPTION

Nymo Cloud Hosting provides secure, scalable, fully managed cloud infrastructure, including data storage, application hosting, backup, and disaster recovery. The service operates on a public, private, or hybrid cloud model, depending on customer requirements.

## 3. SERVICE AVAILABILITY

Nymo guarantees 99.9% uptime per month, excluding scheduled maintenance. Service availability is subject to the terms outlined in the Service Level Agreement (SLA).

## 4. DATA PROTECTION

Nymo complies with relevant data protection regulations, including GDPR. Data is encrypted at rest and in transit. The customer is responsible for ensuring that all data uploaded to the service complies with applicable laws.

## 5. MAINTENANCE AND SUPPORT

Routine maintenance will be scheduled outside business hours with prior notice to customers. Support is provided 24/7, with response times varying depending on the support plan selected.

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## 6. PAYMENT TERMS

Payment for Nymo Cloud Hosting services is billed monthly or annually, based on the customer's chosen plan. Payment is due upon receipt of the invoice.

## 7. TERMINATION

Either party may terminate the service with 30 days' written notice. Upon termination, the customer must extract their data within 30 days. Nymo will assist with data export during this period.

## 8. LIABILITY

Nymo is not liable for any indirect, consequential, or punitive damages arising from service use, except for direct damages caused by Nymo’s gross negligence or willful misconduct.

## 9. FORCE MAJEURE

Nymo will not be held liable for any failure or delay in the provision of services due to events outside its reasonable control, including but not limited to natural disasters, acts of government, or power outages.

## 10. GOVERNING LAW

These terms are governed by the laws of the United Kingdom, and any disputes will be subject to the jurisdiction of the UK courts.

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