

Green Business Tools – Terms and Conditions

1. Introduction These Terms and Conditions govern the use of the Green Business Tools Cloud Platform, including Digital Menu, Nanny World, Out of School, and related services. By accessing or using the platform, the customer agrees to these terms.

2. Service Provision Green Business Tools provides software-as-a-service (SaaS) solutions hosted in secure UK-based datacentres. Services are accessible through web browsers without installation.

3. User Responsibilities Customers are responsible for ensuring accurate data entry, maintaining authorised access, and complying with applicable laws, including data protection regulations.

4. Data Protection All data is processed in accordance with UK GDPR. Customers retain full ownership of their data and may export it at any time.

5. Support Email support is provided as part of the standard contract. Optional onsite support is available at additional cost.

6. Pricing and Payment Pricing is based on published G-Cloud rates. Invoices are payable within agreed terms. Non-payment may result in service suspension.

7. Availability We aim to provide 99.5% service uptime. Planned maintenance will be communicated in advance.

8. Termination Upon contract end, customers can export their data. Data is securely deleted within 30 days unless otherwise agreed.

9. Liability Green Business Tools is not liable for indirect, incidental, or consequential losses. Liability is limited to the amount paid for the service in the previous 12 months.

10. Governing Law These terms are governed by the laws of England and Wales.