

SNUG Terms and Conditions

Document version: 0.01

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Service: SNUG (web application and API)

Supplier: Quidos Ltd

1. Definitions

“Service” means SNUG (including the SNUG website, API, and related documentation).

“Customer” means the buying organisation.

“Authorised Users” means individuals authorised by the Customer.

“Availability” means the Service responding successfully to valid HTTPS requests, excluding Permitted Downtime.

“Permitted Downtime” means planned maintenance and events outside Supplier’s reasonable control.

2. Service description

SNUG provides UK domestic property energy insights, including calculated outputs and recommendations derived from inputs and available datasets. Outputs may be indicative where source data is incomplete (including where no EPC exists and comparable-property logic is used).

3. Provision of the Service

3.1 The Supplier will provide access to the Service on a hosted basis.

3.2 The Supplier may update, modify, or improve the Service, provided changes do not materially reduce core functionality without notice.

4. Customer responsibilities

4.1 The Customer is responsible for:

- ensuring authorised users comply with these terms
- maintaining the confidentiality of credentials (including API keys)
- providing accurate inputs (including any OS Places payloads, where used)
- using the Service lawfully and in accordance with documentation

4.2 The customer must not: attempt unauthorised access, disrupt the Service, reverse engineer, or misuse the Service.

5. Access and security

5.1 Access is controlled by credentials and/or API keys issued by the Supplier.

5.2 The Customer must promptly notify the Supplier if credentials are suspected compromised.

5.3 The Supplier may suspend keys/accounts to protect the Service or Customer data.

6. Support

- 6.1 Support channels: Quidos phone line [01225 667570](tel:01225667570) or via support.quidos.co.uk
- 6.2 Support hours 9am-5pm Monday to Thursday 9am -4:30pm Friday
- 6.3 Planned maintenance will be communicated in advance where practicable.

7. Service levels and credits

- 7.1 Target availability is 99.0% per calendar month.
- 7.2 If availability falls below 99.0%, the Customer may request service credits (applied to the next invoice/subscription period):
 - 98.0% to <99.0%: 5% credit
 - 95.0% to <98.0%: 10% credit
 - <95.0%: 25% credit
- 7.3 Claims must be made within 30 days of month-end with supporting evidence.
- 7.4 Credits are capped at 25% of the monthly charges for the affected month and are the Customer's sole remedy for SLA breach.

8. Data protection and confidentiality

- 8.1 Each party will comply with applicable data protection laws.
- 8.2 Data location: SNUG data is hosted in the UK (AWS Europe London region).
- 8.3 Confidential Information must be protected and used only to fulfil obligations under these terms.
- 8.4 Subprocessors:
- 8.5 Data retention and deletion on termination: No personal data retained in the core dataset; no data retention ruleset needs to be defined.
- 8.6 Offboarding: Core dataset will not contain company specific data, if company specific data is ingested as part of ETL process then it would be deleted as per the contract between the two companies

9. Intellectual property

- 9.1 Supplier retains all IP in SNUG, documentation, and any improvements.
- 9.2 Customer retains IP in its own data and systems.
- 9.3 Customer is granted a non-exclusive, non-transferable right to use SNUG for internal business purposes during the term.

10. Acceptable use

- 10.1 Customer will not: upload malicious content, attempt to bypass controls, exceed agreed rate limits, or use the Service for unlawful purposes.
- 10.2 The Supplier may implement rate limits or throttling to protect service performance.

11. Suspension and termination

- 11.1 Initial Term: 12 months renewal: Every 12 months.
- 11.2 Either party may terminate for material breach not remedied within 60 days.

11.3 Supplier may suspend access immediately to address security threats, legal requirements, or misuse.

11.4 On termination: access ends, and the Supplier will delete/return Customer data as per section 8.5.

12. Warranties and disclaimers

12.1 Supplier will provide the Service with reasonable skill and care.

12.2 Except as stated, the Service is provided "as is".

12.3 Outputs are derived from available datasets and inputs and may be indicative; SNUG does not guarantee suitability for any specific regulatory submission unless explicitly agreed in writing.

13. Liability

13.1 Neither party excludes liability for fraud, death/personal injury due to negligence, or other non-excludable liability.

13.2 Supplier liability is limited to [INSERT: e.g., total fees paid in the previous 12 months / previous 3 months].

13.3 Supplier is not liable for indirect or consequential losses (loss of profit, revenue, goodwill), to the extent permitted by law.

14. Force majeure

Neither party is liable for delays or failures caused by events beyond reasonable control.

15. Changes to these terms

Supplier may update these terms with 30 days' notice. If changes materially disadvantage the Customer, the Customer may terminate without penalty within 30 days of notice.

16. Governing law

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

Courts of England and Wales have exclusive jurisdiction.

17. Notices

Notices must be sent to:

Supplier: **Quidos Ltd, 9-10 Bath Street, Bath, BA1 1SN.**