

Terms and Conditions for Cloud Support Services

CISCAL TECH LTD

December 2025

1 General

These Terms and Conditions apply to all cloud support services provided by CISCAL TECH LTD (Company number: 15701884) to the Buyer under the G-Cloud 15 framework. Services include specialist HMI development, full-stack web application support, AI integration, prototyping, technical architecture and legacy migration, delivered remotely or on-site by the sole director Wilner Ciscal.

2 Scope of Services

Services are delivered as described in the Service Definition Document uploaded to the Digital Marketplace. All work is bespoke, remote and performed personally by the director. No subcontractors are used.

3 Payment

Prices are exclusive of VAT. Invoices are issued monthly or upon completion of milestones. Payment is due within 30 days of the invoice date. Late payments incur interest at 8% above the Bank of England base rate.

4 Intellectual Property

The Buyer shall own all intellectual property rights in the deliverables created specifically for the project. CISCAL TECH LTD retains all rights in its pre-existing materials, tools, methodologies, and know-how. Upon offboarding or project completion, all project-specific code, prototypes, and repositories shall be fully transferred to the Buyer.

5 Confidentiality

Both parties agree to keep confidential all information disclosed during the project. This confidentiality obligation shall survive termination of the agreement for a period of five (5) years.

6 Liability

CISCAL TECH LTD's total liability under the call-off contract shall be limited to the total fees paid by the Buyer under that contract. CISCAL TECH LTD shall not be liable for any indirect, consequential, or special damages. The Buyer shall be responsible for providing accurate information and timely access to the relevant cloud environments.

7 Data Protection

CISCAL TECH LTD is registered with the Information Commissioner's Office (ICO) and processes personal data in accordance with the UK GDPR. All personal data shall be deleted following project handover. Cyber Essentials certification is currently in progress.

8 Termination

Either party may terminate this agreement by providing fourteen (14) days' written notice. The Buyer shall pay for all work completed up to the date of termination.

9 Governing Law

These Terms and Conditions shall be governed by and construed in accordance with English law. Any dispute arising under or in connection with this agreement shall be subject to the exclusive jurisdiction of the English courts.

10 Acceptance

By awarding a call-off contract under the G-Cloud 15 framework, the Buyer acknowledges and accepts these Terms and Conditions.

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