

SISU Wellness Ltd,
Trading as SISU Health
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UK

Terms & Conditions – Service:- SISU Health Prevention and Population Health Data Analytics Solution

Framework: G-Cloud 15
Supplier: SISU Wellness Ltd, trading as SISU Health
Last updated: 28 January 2026

1. Definitions

“Supplier” means SISU Wellness Ltd. Trading as SISU Health.

“Buyer” means the organisation purchasing the service.

“Service” means the SISU Health Prevention Platform and Population Health Data Analytics service.

“Service Data” means any data, including personal data, processed in connection with the use of the Service.

“Data Protection Legislation” means the UK GDPR and the Data Protection Act 2018.

2. Service provision

The Supplier will provide the Service as described in the Service Definition. The Service is hosted by SISU Health and delivered as a managed Software as a Service.

3. Security

The Supplier operates an ISO/IEC 27001-certified Information Security Management System. Security controls include encryption, access control, monitoring and incident management.

The Supplier applies appropriate technical and organisational measures to protect data processed in connection with the Service, in accordance with Data Protection Legislation.

4. Availability

The Supplier aims to provide a service availability target of 99% uptime, excluding planned maintenance. Planned maintenance will be communicated in advance.

5. Support

Support is provided during UK business hours (Monday–Friday, 09:00–17:00). Response times are as published in the service description.

6. Intellectual property

All intellectual property rights in the Service remain with the Supplier.

The Buyer is granted a non-exclusive, non-transferable licence to use the Service for the duration of the contract.

7. Termination

Either party may terminate the contract in accordance with agreed contractual terms.

8. Liability

The Supplier's liability is limited to the total fees paid by the Buyer, except where liability cannot be limited by law.

9. Governing law

This agreement is governed by the laws of England and Wales.