



EasyPeasy Terms & Conditions

EasyPeasy's standard Terms & Conditions/Terms of Offer can be found below, and will also be included in your SLA.

Service Description

See EasyPeasy's Service Definitions document for a full description of all services and associated deliverables, alongside EasyPeasy's Pricing Schedule document.

Data Protection: Controller & Processor Status

For the purposes of Data Protection Legislation, EasyPeasy processes Personal Data of your staff in relation to Training and Contract Delivery as a Processor. In relation to user data processed through the EasyPeasy application, we act as an independent Data Controller. We will only act as a Processor where explicitly identified in our [Record of Processing Activity \(Abr\)](#).

Indemnities & Limitation of Liability

We indemnify you for any direct loss arising from our negligence in delivering our services up to a maximum aggregate amount of £1,000,000, which corresponds to the amount of professional indemnity insurance maintained by us.

Insurance

In addition to the professional indemnity insurance mentioned above, we hold these insurances:

- Employers Liability £5,000,000
- Product and Public Liability £5,000,000

Intellectual Property

You buy the right to use our software for the duration of the contract, but the Intellectual Property of the software remains the property of EasyPeasy. We do not grant you any rights to EasyPeasy's proprietary software platform, content library, training materials, data models, or underlying technology.

Open Source Software

We confirm that the EasyPeasy app and associated software are proprietary products owned and operated solely by us, and are available to partner organisations through pay-for licensing agreements. While we may use industry-standard open-source components as part



of the underlying technical framework (e.g., for infrastructure, encryption, mobile development, or standard libraries), these components are used in compliance with all relevant open-source licences and do not provide any third party with rights to replicate, redistribute, or operate our service or user experience outside the scope of this contract.

Termination

Either party may give one month's notice in writing for any agreed changes to this service agreement or termination of this agreement to allow for sufficient time for alternate arrangements to be made to ensure the continuity of service.

Branding

EasyPeasy grants you the right to use our logo and all assets in your digital and physical resource packs to raise awareness and promote our service locally during the contract period. EasyPeasy will ensure that any co-branded promotional materials produced in support of your local service will display your correct brand logo and abide by your brand guidelines.

Safeguarding

EasyPeasy is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We recognise our duty of care and responsibility to ensure that all individuals engaging with our platform and services are safe from harm. Our policy aligns with UK statutory safeguarding frameworks. [See our child & adult safeguarding policy.](#)

Equality & Diversity

EasyPeasy takes due regard to promote equality and eliminate unlawful discrimination as set out in the Race Relations (Amendment) Act 2000, the Disability Equality Duty and the Gender Equality Duty.

Secure by Design

[EasyPeasy is Secure by Design](#) and registered with the ICO: ZB547006.

- [See our Data Protection Impact Assessment \(Abr\)](#)
- [See our Business Continuity & Disaster Recovery Plan](#)
- [See our Service Availability Agreement](#)