Magentiq Eye Ltd Standard Terms

1. Definitions
   The Service is the MAGENTIQ-COLO software. The Client is the purchasing public sector organisation.
2. Licence
   A non-exclusive, non-transferable licence is granted for the duration of the agreement.
3. Service Delivery
   Software is delivered electronically or via approved physical media. Updates are provided during the licence term.
4. Support
   Support is provided according to the purchased support tier.
5. Fees and Payment
   Invoices are payable within 30 days. Annual renewals are invoiced in advance.
6. Service Levels
   Standard support is 9 to 5 with two business day response. Enhanced support provides faster response times.
7. Data Protection
   The Client remains the data controller. The Supplier does not store identifiable patient data unless contractually agreed.
8. Liability
   Liability is capped at the total fees paid in the preceding 12 months, excluding death or personal injury.
9. Termination
   Either party may terminate for material breach or non-payment.
10. Governing Law
    English law applies.