

Terms and Conditions – Datto RMM Managed Endpoint

Document version: 1.0

Last updated: 30 January 2026

Supplier: Kent MSP Ltd

Service: Datto RMM Managed Endpoint (managed)

Important notice (G-Cloud precedence)

These Terms support a Buyer's Call-Off Contract under the G-Cloud framework. They must not conflict with CCS G-Cloud Call-Off terms; if inconsistent, CCS terms take precedence.

1. Definitions

"Service" means the Datto RMM Managed Endpoint service. "Platform" means the Datto RMM cloud platform. "Customer Data" means Buyer data processed through the Service.

2. Scope of service

We provide the Service as described in the Service Definition and Call-Off Contract. The Buyer must not resell unless expressly agreed.

3. Service access, accounts and acceptable use

Access is controlled via named accounts and RBAC. The Buyer must keep credentials secure and use the Service lawfully.

4. Service levels and support

Support hours and response targets follow the Call-Off Contract. Incidents may be raised via ticket, email, or phone.

5. Maintenance and changes

Planned maintenance may occur with reasonable notice. Emergency changes may occur to address security or service issues.

6. Security

We maintain proportionate security controls. Buyers remain responsible for the security of their own environments.

7. Data protection and confidentiality

Both parties comply with UK GDPR. We process Personal Data only on Buyer instructions.

8. Data location and hosting

Service is delivered using Datto cloud infrastructure in allocated regions. Buyer must ensure compliance with residency obligations.

9. Buyer responsibilities

Buyer must ensure correct device onboarding, policy selection, and compliance with licensing and regulatory requirements.

10. Incident management

We follow documented incident response procedures and provide incident reporting where applicable.

11. Subcontractors and third-party services

We may use subcontractors; obligations remain governed by the Call-Off Contract.

12. Intellectual property

Supplier and platform provider retain IP rights. Buyer retains rights to Customer Data.

13. Charges and invoicing

Charges and invoicing are defined in the Call-Off Contract.

14. Term, suspension and termination

Terms follow the Call-Off Contract. We may suspend the Service to protect security or in case of breach.

15. Exit, data return and deletion

We support data extraction via exports or reports. Tenant deletion is irreversible.

16. Liability

Liability follows the Call-Off Contract.

17. Compliance, audit and records

We maintain records and cooperate with required audits.

18. Notices

Notices follow the provisions in the Call-Off Contract.

19. Order of precedence

CCS Call-Off Contract prevails over these Terms and any Supplier web/click-through terms.

20. Accessibility

This document is accessible; alternative formats available on request.