

Terms and Conditions – Kaseya Vonahi vPenTest

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Supplier: Kent MSP Ltd

Service: Kaseya Vonahi vPenTest (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; CCS terms take precedence.

1. Definitions

'Service' means the vPenTest automated penetration testing service. 'Platform' means the Vonahi vPenTest SaaS environment. 'Customer Data' means Buyer data processed during assessments.

2. Scope of service

We deliver the Service as described in the Service Definition and Call-Off Contract. Buyer may not resell unless explicitly agreed.

3. Service access, accounts and acceptable use

Access is controlled through named accounts and RBAC. Buyer must maintain credential security and use the Service lawfully.

4. Service levels and support

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

5. Maintenance and changes

Platform updates and maintenance occur centrally. Notice is provided where practicable; emergency changes may be applied to address security risks.

6. Security

We maintain proportionate security controls. Buyer remains responsible for its own network and environment security.

7. Data protection and confidentiality

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

8. Data location and hosting

The Service is hosted on Vonahi cloud infrastructure. Buyer must ensure compliance with data residency requirements.

9. Buyer responsibilities

Buyer is responsible for agent deployment, network configuration, assessment scheduling, and regulatory compliance.

10. Incident management

We follow documented incident response procedures and provide incident reports where appropriate.

11. Subcontractors and third-party services

Subcontractors may be used; obligations remain governed by the Call-Off Contract.

12. Intellectual property

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

13. Charges and invoicing

Charges and invoicing follow the Call-Off Contract; no pricing is contained in this document.

14. Term, suspension and termination

Terms follow the Call-Off Contract. Suspension may occur to protect security or for material breach.

15. Exit, data return and deletion

Buyer may export reports before contract end. Tenant deletion is irreversible.

16. Liability

Liability is governed entirely by the Call-Off Contract.

17. Compliance, audit and records

We maintain records and cooperate with audit requirements as set out in the Call-Off Contract.

18. Notices

Notices follow Call-Off Contract provisions.

19. Order of precedence

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

20. Accessibility

Document is accessible; alternative formats available on request.