



Send Evidence – Terms and Conditions

1. Introduction

These Terms and Conditions (“Terms”) govern the provision of the Send Evidence service (“the Service”) by the Supplier to Buyers under the G-Cloud framework. These Terms apply alongside the G-Cloud Framework Agreement and any applicable Call-Off Contract agreed between the parties.

In the event of any conflict, the terms of the Call-Off Contract shall take precedence.

2. The Service

Send Evidence is a browser-based Software as a Service (SaaS) that enables secure, two-way exchange of digital evidence between authorised public sector users and third parties. The Service is accessed via standard web browsers and does not require third-party account creation or software installation.

3. Access and Use

3.1 Access to the Service is restricted to authorised users nominated by the Buyer.

3.2 Third parties may be granted controlled access to submit or receive evidence through secure, time-limited browser-based interactions.

3.3 The Buyer is responsible for ensuring that users comply with these Terms and applicable laws.

4. Trials and Free Use

4.1 A free trial of the Service may be made available to Buyers for a limited number of users, agreed in advance.

4.2 Trial access is provided for evaluation purposes only and may be subject to fair use and operational limitations.

4.3 The Supplier may withdraw or amend trial access at its discretion.

5. Support

5.1 Support is provided via email or ticket-based channels for authorised users.

5.2 The scope, availability, and priority of support services may be agreed as part of a Call-Off Contract.

6. Data Protection and Privacy

6.1 Each party shall comply with applicable data protection legislation, including UK GDPR.

6.2 The Supplier acts as a data processor on behalf of the Buyer in relation to personal data processed through the Service.

6.3 Data is retained only for operational purposes and in line with configured retention settings or contractual requirements.

Further data protection terms may be agreed as part of a Call-Off Contract.

7. Security

7.1 The Supplier applies proportionate technical and organisational measures to protect the Service, including encryption, access controls, audit logging, and monitoring.

7.2 Detailed security arrangements may be provided on request where appropriate.

8. Availability

8.1 The Service is designed to be highly available and is hosted on resilient cloud infrastructure.

8.2 Any service levels, availability commitments, or remedies are agreed as part of a Call-Off Contract where applicable.

9. Intellectual Property

9.1 All intellectual property rights in the Service remain the property of the Supplier.

9.2 Buyers retain all rights in their data and content uploaded to or generated through the Service.

9.3 No rights are granted except as expressly stated in these Terms or a Call-Off Contract.

10. Confidentiality

10.1 Each party shall treat confidential information disclosed by the other party as confidential and shall not disclose it except as permitted by law or a Call-Off Contract.

11. Termination

11.1 Access to the Service may be terminated in accordance with the applicable Call-Off Contract.

11.2 Upon termination, Buyers may export their data prior to deletion in line with agreed retention policies.

12. Liability

12.1 Liability, including any caps or exclusions, is governed by the G-Cloud Framework Agreement and the applicable Call-Off Contract.

12.2 No liability is accepted beyond that expressly agreed in a Call-Off Contract.

13. Changes to the Service

The Supplier may update or modify the Service from time to time to improve functionality, security, or performance, provided such changes do not materially reduce the core functionality agreed at call-off.

14. Governing Law

These Terms are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

15. General

15.1 These Terms do not form a standalone contract and are intended to support procurement under the G-Cloud framework.

15.2 Pricing, service levels, and any additional terms are agreed as part of a Call-Off Contract.

Supplier: Send Evidence (Trading name of Tech Renegades LTD)

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