

Stickytech Architecture Governance & Independent Assurance Service

Terms and Conditions

1. Introduction

These Terms and Conditions govern the provision of the Stickytech Architecture Governance & Independent Assurance Service (the "Service"). They apply to all engagements unless otherwise varied by a formally agreed contract, framework agreement, or statement of work.

2. Nature of the Service

The Service is provided on an advisory, governance, and independent assurance basis only. Stickytech does not provide delivery, implementation, operational management, or executive decision-making services as part of this Service. Accountability for decisions, risk acceptance, and outcomes remains with the client at all times.

3. Scope of Services

Services will be delivered strictly in accordance with the agreed scope, service catalogue, and any applicable statement of work. Any activities requested outside the agreed scope, including additional architecture design, reviews, or assurance activity, shall be subject to formal change control and mutual agreement.

4. Client Responsibilities

The client is responsible for:

- Providing timely, accurate, and complete information required to deliver the Service
- Ensuring appropriate stakeholder availability and engagement
- Making timely decisions and risk acceptances

Stickytech shall not be liable for limitations in advice or assurance resulting from incomplete, inaccurate, or late information provided by the client.

5. Independence and Objectivity

Stickytech will act independently and objectively when delivering governance and assurance activities. Where Stickytech provides architecture design services alongside assurance services, appropriate internal separation and controls will be applied to preserve independence and avoid conflicts of interest.

6. Assurance Outcomes

All assurance outputs represent a point-in-time assessment based on the information available, stated assumptions, and known risks at the time of review. The Service does not guarantee the absence of future defects, security incidents, delivery failures, or compliance issues.

7. Accessibility

Stickytech will produce service artefacts and supporting materials in line with public-sector accessibility requirements and recognised standards, including EN 301 549 where applicable. Overall organisational compliance and accessibility accountability remain the responsibility of the client.

8. Confidentiality and Information Security

All information provided by the client shall be treated as confidential and handled in accordance with applicable data protection legislation and agreed security requirements. Access to sensitive information will be restricted to authorised personnel on a need-to-know basis.

9. Staff Screening

Personnel assigned to deliver the Service shall be appropriately vetted and screened in accordance with BS 7858:2019 or equivalent UK government-approved vetting standards, subject to role and access requirements.

10. Intellectual Property

All pre-existing intellectual property rights remain the property of the originating party. Unless otherwise agreed in writing, the client is granted a perpetual, non-exclusive, royalty-free licence to use service deliverables for internal business purposes.

11. Liability

Stickytech's liability shall be limited as set out in the applicable contract or framework agreement. Stickytech shall not be liable for indirect, consequential, or business losses arising from reliance on advisory or assurance outputs.

12. Termination

Either party may terminate the Service in accordance with the termination provisions of the applicable contract or framework agreement. Upon termination, deliverables completed up to the termination date shall be provided, subject to settlement of all fees due.

13. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

14. Order of Precedence

In the event of any conflict, the order of precedence shall be:

1. Framework agreement (if applicable)
2. Contract or statement of work
3. These Terms and Conditions