

Stickytech Integration & API Architecture Service

Terms and Conditions

1. Introduction

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 They apply to all engagements unless superseded by a formally agreed contract, framework agreement, or statement of work.

2. Nature of the Service

The Service is provided on an advisory and architecture design basis only. Stickytech does not provide solution build, implementation, testing, deployment, operational support, or managed services as part of this Service. Responsibility for delivery decisions, implementation, and operational outcomes remains with the customer.

3. Scope of Services

The Service includes integration and API architecture design, standards and pattern definition, design review, and architectural advice as agreed in scope. Any services requested outside the agreed scope, including additional design artefacts or assurance activities, shall be subject to formal change control and mutual agreement.

4. Customer Responsibilities

The customer is responsible for:

- Providing timely, accurate, and complete information required to deliver the Service
- Ensuring access to relevant stakeholders, systems documentation, and standards
- Making timely architectural and delivery decisions

Stickytech shall not be liable for limitations in advice arising from incomplete, inaccurate, or delayed information.

5. Independence and Professional Judgement

Stickytech will provide independent professional advice based on recognised good practice, experience, and applicable standards. Recommendations are advisory and do not constitute operational or security guarantees.

6. Deliverables and Outcomes

Deliverables may include integration architectures, API designs, reference patterns, standards, and recommendations. All outputs represent point-in-time assessments based on known information and stated assumptions.

7. Accessibility

Where applicable, Stickytech will produce service artefacts in line with public-sector accessibility requirements and recognised standards. Responsibility for overall service accessibility and compliance remains with the customer.

8. Confidentiality and Information Security

All customer information 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.

9. Staff Screening

Personnel assigned to the Service will be appropriately vetted in accordance with BS 7858:2019 or equivalent UK government-approved screening standards, subject to role requirements.

10. Intellectual Property

All pre-existing intellectual property remains the property of the originating party. Unless otherwise agreed, the customer is granted a perpetual, non-exclusive licence to use service deliverables for internal business purposes.

11. Liability

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

12. Termination

Either party may terminate the Service in accordance with the termination provisions of the applicable contract or framework agreement. Deliverables completed up to the termination date shall be provided subject to settlement of 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