bbits
Blackburn IT Services Ltd
2 Upperton Gardens, Eastbourne, Eastern Sussex BN21 2AH

0203 126 4885
info@bbits.co.uk
www.bbits.co.uk
www.lovecleanstreets.info
www.lovemyhousing.com
www.bbitsai2.co.uk

Love Clean Streets – G-Cloud 15 Terms and Conditions Summary

1. Contractual Framework

Services are supplied by Blackburn IT Services Ltd (t/a bbits) under the G-Cloud 15 Framework.

The contractual relationship between the Customer and the Supplier is governed by:
- The G-Cloud Framework Agreement
- The G-Cloud Call-Off Contract
- The Service Definition
- The Pricing Document
- The Supplier's standard terms (Love Clean Streets Standard Agreement)

In the event of any conflict, the G-Cloud Call-Off Contract takes precedence.

2. Service Provision

bbits provides access to the Love Clean Streets cloud-based software service, including web and mobile applications, hosting and infrastructure, support and maintenance, and optional additional services (such as integrations, configuration, and training). Services are delivered as Software as a Service (SaaS).

3. Licensing

Customers are granted a non-exclusive, non-transferable licence to access and use the service for the duration of the Call-Off Contract, subject to payment of applicable charges and compliance with agreed usage terms. All intellectual property rights remain with bbits or its licensors.

4. Pricing and Payment

Pricing is as set out in the G-Cloud Pricing Document. Subscription fees are invoiced in advance, payment terms are 30 days, and no additional charges apply unless explicitly agreed. Price changes, where applicable, are governed by the Call-Off Contract.

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5. Service Levels & Support

Service levels, availability targets, support hours, and incident response are defined in the Service Definition and SLA documentation. Support is provided via an online support portal, email-based support, and planned maintenance notifications.

6. Data Protection & Security

bbits complies with UK GDPR and the Data Protection Act 2018. Customer data remains the property of the Customer and is processed only for the purposes of providing the service. Data can be exported or securely deleted on request upon contract termination. Appropriate technical and organisational security measures are in place.

7. Termination

Customers may terminate the Call-Off Contract in accordance with G-Cloud Call-Off terms, including termination for convenience, material breach, or insolvency. Upon termination, access to the service ceases and customer data can be returned or securely deleted on request.

8. Liability

Liability is subject to the limitations set out in the Call-Off Contract and Supplier standard terms. Nothing limits liability for death or personal injury caused by negligence, fraud, or other liabilities which cannot legally be excluded.

9. Governing Law

The contract is governed by the laws of England and Wales, and disputes are subject to the jurisdiction of the English courts.

10. Full Terms

This summary is provided for clarity only. The full legal terms are contained in the Love Clean Streets Standard Agreement, available on request.