

Terms & Conditions

TouchTec Cloud Communications Ltd • Company number 12389637

Registered office: 1–2 Rhodium Point, Spindle Close, Hawkinge, Folkestone, Kent, CT18 7TQ.

Contract notices, cancellations and complaints: hello@touchtec.cc

These terms apply to business and organisational customers buying hosted phone services directly from TouchTec. They must be read with your accepted Order Form, which records your services, equipment, prices and agreed commitment period.

At a glance

Initial commitment: as stated in the Order Form; no assumed default term.

Renewal: a new 12-month commitment requires express acceptance. Without this, service continues monthly with one month's notice to leave.

Billing: in arrears. Payment terms follow the Order Form; otherwise 30 days from invoice or Direct Debit on the agreed collection date.

Support: 08:30–18:00, Monday–Friday, excluding bank holidays in England and Wales. Response and resolution times depend on the nature of the issue; see clause 9.

Recurring prices: fixed during the agreed commitment unless a change is expressly agreed. No automatic RPI or supplier-cost uplift.

Emergency calls: power, connectivity and location limitations apply; see clause 6.

1. The agreement and definitions

1.1 “We”, “us” and “TouchTec” mean TouchTec Cloud Communications Ltd, company number 12389637, at the registered office above. “You” means the customer named in the Order Form. Each party includes its permitted successors and assigns.

1.2 “Order Form” means the written order accepted by both parties, including an agreed electronic order. “Service” means the hosted phone services and related equipment and support identified in that order. “Start Date” means the date the relevant Service is made ready for use and notified to you following testing. “Commitment Period” means the initial fixed term or a later fixed term expressly accepted by you. “Working Day” means Monday to Friday excluding bank holidays in England and Wales.

1.3 Each accepted Order Form forms a separate contract incorporating these terms, its agreed service specification and any expressly agreed special terms. The parties are not committed to an order until both have accepted it. We will provide any legally required pre-contract information and contract summary before you become bound.

1.4 Mandatory legal and regulatory rights take priority. For other conflicts, expressly agreed special terms take priority over the Order Form, followed by these terms and then the service specification. The data processing provisions in Schedule 1 take priority for personal-data processing. Only documents supplied or clearly identified before acceptance form part of the contract; an unexplained reference to a policy or tariff does not incorporate it.

1.5 These terms are for business or organisational use, not consumer purchases. You may use other providers. No term waives protections applying to your organisation merely because you sign an order or describe yourself as a business.

2. Duration, renewal and notice

2.1 The contract takes effect when accepted. Recurring service charges and the initial Commitment Period start on the Start Date, unless a different, clearly stated arrangement is expressly agreed in the Order Form. The Order Form must state the length of each initial Commitment Period. Applicable limits on contract length take priority.

2.2 We may offer a further 12-month Commitment Period. A new commitment only starts if you expressly accept that particular renewal, including its price and dates. Silence, continued use, payment of an invoice or an original general renewal clause will not be treated as acceptance of a new fixed term.

2.3 If no new fixed term is accepted, the Service continues on a monthly rolling basis at the existing recurring price, subject to any lawful change under clause 14. You can then end it on one month's written notice, without an early termination charge. You pay for service supplied during the notice period. Any shorter or more favourable statutory switching right remains available.

2.4 You may give notice during the Commitment Period to end at its expiry, with no early termination charge if at least one month's notice is given. You may also request earlier cancellation under clause 15. We will provide end-of-contract and other tariff notifications when required by applicable regulation.

2.5 Adding users, equipment or features does not restart an existing Commitment Period. Any separate commitment or extension must be expressly agreed and comply with applicable law. Cancelling one Service does not automatically cancel unrelated orders.

3. Installation and acceptance

3.1 We will agree the scope, site requirements and target installation date with you and use reasonable skill and care to meet it. Target dates are estimates unless expressly agreed as binding. We will tell you promptly about material delays and agree revised arrangements. This does not remove remedies for our breach.

3.2 You must provide safe access, suitable power and connectivity, necessary consents and compatible equipment as identified in our written requirements. We will comply with reasonable site safety and security rules provided in advance. We normally give at least five Working Days' notice of site visits; urgent work may require shorter agreed access.

3.3 If a survey identifies additional work or charges, we will explain them and obtain your written agreement before proceeding. If you decline a material increase identified by our survey, you may cancel the affected order within seven days of receiving the revised proposal without a cancellation charge. We will not start chargeable extra work without approval.

3.4 We will test the installation and notify you when it is ready for use. Your representative may attend reasonable testing arrangements. If it fails, we will investigate, remedy faults within our responsibility and repeat the tests. If a second test fails because of our supplied Service or equipment, you may cancel the affected order without cancellation or early termination charges.

3.5 If a failure is caused by your premises or equipment, we will explain the problem and give a reasonable opportunity to correct it. Any additional work, failed-visit or storage charge must be reasonable and agreed in advance. Responsibility for your equipment does not exclude our responsibility for our own negligence or breach.

4. Handsets and other equipment

4.1 The Order Form must identify each item as purchased, rented or loaned, its price and any separate finance provider or agreement. Equipment ownership is not inferred from a monthly service charge. Rented or loaned equipment remains its owner's property. Title to equipment bought from us passes when its purchase price is paid in full; risk passes on delivery.

4.2 You must care for rented or loaned equipment, keep it secure, use it in accordance with reasonable instructions and arrange suitable insurance. You must not sell, charge, alter or dispose of it. You are responsible for loss or damage caused by your misuse, negligence or breach, allowing for fair wear and tear and any contribution by us.

4.3 Manufacturer warranties will be passed on where transferable, without limiting our contractual or statutory responsibilities. We maintain rented equipment and other equipment expressly included in the support scope. Customer-owned networks, cabling and devices are maintained only where agreed.

4.4 On termination, you must return rented or loaned equipment in reasonable condition, fair wear and tear excepted, or allow agreed collection. Any collection charge must be disclosed and agreed. We may recover a reasonable evidenced repair cost or depreciated replacement value for missing or damaged items for which you are responsible, with no duplicate recovery. Ending the Service does not transfer ownership of rented equipment.

5. Numbers and switching

5.1 Telephone numbers are allocated for use and do not become your property. You retain applicable rights to keep and port numbers. We will cooperate with authorised switching and porting requests and the receiving provider in accordance with the current Ofcom requirements, including General Condition C7.

5.2 We will not charge you a direct fee for number porting or prevent a lawful port because money is disputed or outstanding. Porting does not extinguish properly payable service charges or lawful early termination charges. A number remains available for porting for at least one month after termination, unless you expressly relinquish that right, subject to applicable rules.

5.3 Provide accurate account and number details and authorisation for a port. We will explain the expected arrangements and any known interruption risk. Do not cancel a number before confirming the porting process with the receiving provider. We will provide any compensation or other remedy required by applicable switching rules.

5.4 We will only change or withdraw an allocated number where reasonably necessary for lawful technical, regulatory or operational reasons, give as much notice as reasonably possible and take reasonable steps to reduce disruption. This does not override porting rights or exclude liability for our breach.

6. Emergency calling and mobile use

6.1 The Service provides access to 999 and 112 without a call charge where it supports outbound calls to public telephone numbers. Hosted phone calls, including emergency calls, may not work during a power cut, internet failure, network outage or equipment failure. You must ensure users understand these limitations and have an appropriate alternative means of calling for help.

6.2 A desk phone or mobile app may present a registered address that differs from the caller's actual location. Do not assume the app automatically gives emergency services your current location. When possible, tell the operator your actual location. For use outside the UK, confirm local emergency-calling arrangements and use an appropriate local telephone service.

6.3 You must provide accurate installation addresses, keep location information up to date and tell us before moving a fixed installation or using numbers at a new site. We will provide a method for registering and updating relevant location details and fulfil our own caller-location obligations. Your responsibilities do not transfer our regulatory obligations to you.

6.4 You must tell us before relying on the Service for a lift alarm, security alarm, medical alarm or similar device. Compatibility and any resilience arrangements must be assessed and expressly agreed; ordinary hosted-phone service must not be assumed suitable.

7. Charges, invoices and payment

7.1 The Order Form and the call tariff supplied with it state the charges, allowances, minimum quantities and any agreed usage restrictions. Prices exclude VAT unless stated otherwise. We will not impose an undisclosed minimum usage charge. Excess usage is charged only at the agreed tariff.

7.2 Recurring subscription prices remain fixed throughout the relevant Commitment Period unless you expressly agree a change. There is no automatic inflation, RPI or supplier-cost increase. Call volumes and usage outside allowances may change the total bill at the agreed rates. Tariff changes and changes after the Commitment Period are governed by clause 14.

7.3 All charges are billed in arrears. Subscriptions and usage are invoiced monthly after the relevant service period; equipment, installation and other one-off work are invoiced after delivery or completion. First and final recurring charges are apportioned for the actual service period. Any alternative billing frequency must be stated in the Order Form and remain in arrears.

7.4 Payment is due on the terms stated in the Order Form. If it does not specify terms, payment is due within 30 days after the invoice date, or by Direct Debit on the agreed collection date where that method is agreed. Direct Debit collections will follow applicable advance-notice requirements and the Direct Debit Guarantee.

7.5 Tell us promptly if an invoice appears incorrect, preferably before its due date, explaining the dispute. Pay the undisputed portion on time. We will investigate in good faith and provide a reasonable explanation. Failure to spot an error before the due date does not remove your right to challenge it. Any balance found due is payable within seven Working Days after resolution, or on the original due date if later.

7.6 For an undisputed overdue sum, we may charge simple daily interest from the day after its due date until payment at 4% per annum above HSBC Bank plc's base rate. We may recover reasonable, evidenced recovery costs where legally recoverable, without duplicate fees or interest. We will not treat a genuinely disputed amount as non-payment while it is being reasonably investigated.

7.7 Cancelling a Direct Debit instruction does not cancel the contract. You must arrange an agreed alternative payment method. Cancellation of the instruction alone will not cause immediate disconnection where payments remain up to date.

7.8 We may make proportionate credit checks in accordance with our privacy notice and agree reasonable credit or usage limits. We will not use a credit check to impose advance billing contrary to these terms. Any restriction for a real payment or fraud risk must comply with clause 12 and applicable regulation.

8. Security, lawful use and fraudulent calls

8.1 You must use the Service lawfully and ensure authorised users do so. Do not use it for fraud, unlawful unsolicited calls, harassment, network attacks or unlawful interference with others. Use only authorised caller identities and numbers. Any specific fair-use limit must be supplied before you agree the affected package.

8.2 Protect administrator access, passwords, devices and voicemail PINs; use available multi-factor authentication and security updates; remove departed users promptly; and report suspected compromise immediately. We will maintain appropriate safeguards for the parts of the Service we control and take reasonable action on reported or detected compromise.

8.3 You are responsible for authorised usage and for unauthorised charges to the extent caused by your failure to take reasonable security measures or comply with the contract. You are not responsible to the extent the loss results from our negligence, breach, or unreasonable failure to act on a reported compromise. We will reasonably investigate disputed calls and help reduce continuing loss.

8.4 Any spending caps, international or premium-number blocks, alerting or fraud-monitoring features included in your package must be stated in the Order Form. Unless expressly agreed, an alert is not a guaranteed real-time spending cap. Nothing in this clause excludes protections that the law requires us to provide.

9. Our service and support commitments

9.1 We will provide the agreed Service with reasonable skill and care, using suitably trained staff and appropriate security measures. We remain responsible for our contractual obligations where we use suppliers. Service availability depends in part

on power, connectivity and networks, but this does not remove our legal duties or responsibility for our own acts and omissions.

9.2 Standard support hours are 08:30–18:00 Monday to Friday, excluding bank holidays in England and Wales. Support requests should be submitted using the contact details supplied with your Order Form or service onboarding information. Unless expressly agreed in your Order Form, no guaranteed response or resolution time or out-of-hours support applies.

9.3 We will investigate reported faults, give reasonable updates and take reasonable steps to restore service. Resolution time depends on the cause and any necessary supplier involvement. We will explain material dependencies and escalate faults where appropriate.

9.4 No contractual service-credit scheme or guaranteed availability target applies under these standard terms. This does not exclude any compensation, refund, damages or other remedy available under applicable law or elsewhere in this contract.

9.5 Planned maintenance will be arranged to limit disruption, with reasonable advance notice where practicable. Emergency maintenance may be carried out without advance notice where necessary. Work outside the agreed support scope must be quoted and agreed before it is charged.

10. Software and intellectual property

10.1 Each party retains its existing intellectual property. Subject to payment and the contract, you receive a non-exclusive right to use software and materials supplied by us solely for your internal use of the Service during its term. You must observe applicable third-party licence terms supplied before acceptance, including any identified 3CX licence terms. There is no transfer of software ownership.

10.2 You must not copy, distribute, sublicense or reverse engineer software except as permitted by its licence or by law. You retain ownership of your data and grant us only the rights needed to provide the Service.

10.3 We will indemnify you against damages and reasonable costs finally awarded by a court or agreed in a settlement we approve where use of our supplied Service as authorised infringes a third party's intellectual property. This does not cover infringement caused by your unauthorised modifications, combinations or instructions, except to the extent we caused the infringement.

10.4 You will provide an equivalent indemnity for infringement caused by materials or specifications you supply for us to use. The party seeking an indemnity must notify the other promptly, provide reasonable assistance at the defending party's cost and allow it to manage the defence. No settlement may impose an admission, payment or non-monetary obligation on the protected party without its reasonable consent.

10.5 We may obtain continuing rights, modify the Service or provide a materially equivalent replacement at our expense. If none is reasonably possible, either party may end the affected Service on written notice without early termination charges. These indemnities are subject to clause 11.

11. Liability

11.1 Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or anything else that cannot lawfully be excluded or limited. Nothing restricts rights of data subjects or regulatory remedies that cannot be restricted by contract.

11.2 Subject to clause 11.1, neither party is liable to the other for loss of profits, revenue, business, contracts, goodwill or anticipated savings, or for indirect or consequential loss. These exclusions do not excuse payment of properly due charges or an express indemnity under clause 10.

11.3 Subject to clause 11.1, each party's aggregate liability to the other arising under or in connection with a contract in a Contract Year, whether in contract, negligence or otherwise, is limited to the greater of £100,000 and the total charges paid or payable under that contract for that Contract Year. A Contract Year is each successive 12-month period from the Start

Date. Connected claims are treated as arising in the year of the first event giving rise to them. Properly payable charges are outside this cap.

11.4 Each party must take reasonable steps to reduce its losses. There is no double recovery for the same loss. Exclusions and limits apply only to the extent enforceable under applicable law, including any applicable reasonableness requirement.

12. Suspension

12.1 We may restrict or suspend only the affected part of the Service where reasonably necessary to address a serious security incident, unlawful use, emergency maintenance, a binding legal requirement or a material breach that gives a right to terminate. We will act proportionately, keep the duration as short as reasonably possible and restore service promptly when the reason has been resolved.

12.2 For undisputed overdue payment, we will give written notice identifying the amount and allow 30 days to remedy before suspending for that non-payment. We will consider genuine disputes and apply required safeguards. Immediate restriction may be necessary for fraud, security or safety; we will explain it as soon as reasonably practicable.

12.3 Charges continue during a justified suspension caused by your breach, but only to the extent lawful and without double recovery. Any reasonable reconnection charge must be disclosed and agreed. Suspension does not remove emergency-access obligations or your rights where the suspension is caused by our breach.

13. Events outside reasonable control

13.1 Neither party is liable for delay or failure caused by an event beyond its reasonable control which it could not reasonably prevent or overcome, provided it promptly informs the other party and takes reasonable steps to reduce the effects. Lack of funds is not such an event. A supplier outage is not automatically an excuse if reasonable resilience or alternative arrangements should have prevented the failure.

13.2 If the event prevents the affected Service for more than 14 consecutive days, either party may end that Service by written notice without early termination charges. Accrued charges for service already supplied remain payable. This clause does not exclude mandatory network-resilience, emergency-access or other regulatory duties.

14. Changes to the service or terms

14.1 A change requested by you, including relocation or additional users, must be recorded in writing with its scope, charges and any expressly accepted commitment before implementation. Such charges are billed in arrears. A change does not otherwise restart the term.

14.2 We may make necessary technical updates that maintain materially equivalent functionality without additional charge or a new Commitment Period. Any material contractual change is subject to the notice and exit rights below. Fixed recurring prices during a Commitment Period remain protected by clause 7.2.

14.3 Where we propose a contractual change, including an out-of-term price or tariff change, we will give at least one month's advance notice on a durable medium explaining the change and your right to leave without an early termination charge. You may exercise that right within one month after notification. The affected contract will end before the change takes effect, or as soon as reasonably possible afterwards without applying the change to you, unless you expressly agree otherwise.

14.4 A penalty-free exit right need not be provided where the change is exclusively beneficial to you, purely administrative with no negative effect, or directly imposed by law, to the extent the applicable rules allow that exception. We will explain any exception relied on. Your applicable rights for bundled services remain unaffected.

14.5 Posting new terms on a website alone does not change an existing contract. The agreed version remains applicable until it is lawfully varied.

15. Cancellation, termination and final charges

15.1 You can request cancellation by writing to hello@touchtec.cc, identifying the account and affected Service. We will acknowledge the request and explain the proposed end date and any charges. Our failure to acknowledge does not invalidate a notice which was actually received. Statutory switching procedures may also end the affected Service.

15.2 Either party may end the affected contract immediately for the other party's material breach that cannot be remedied, or for a material breach not remedied within 30 days after written notice requiring a remedy. Either may also end it for the other's insolvency to the extent permitted by law. If we can no longer lawfully provide the Service or permanently lose a necessary supplier without a reasonable replacement, we will notify you and arrange an orderly end without early termination charges.

15.3 If you voluntarily end an active Service before the agreed Commitment Period ends, or we end it for your material breach, an early termination charge may apply. It is calculated from the remaining agreed recurring subscription payments for the affected Service, less charges already paid for that period and costs we reasonably save or avoid because the Service ends early. Future unincurred usage is excluded. Any separately agreed equipment balance must be identified and must not duplicate the subscription charge.

15.4 Before service starts, a voluntary cancellation charge is limited to reasonable, evidenced, non-recoverable work and third-party commitments incurred specifically for your accepted order, less sums recovered and costs avoided. It will not duplicate an early termination charge for the same period or loss. We will give you an itemised calculation on request.

15.5 No cancellation or early termination charge applies when you exercise a contractual or statutory right to leave without penalty, including for our qualifying breach, a qualifying contractual change, failed acceptance under clause 3.4, or exit under clauses 10.5 or 13.2. After automatic continuation under clause 2.3, only service charges for the lawful notice period and other properly accrued sums apply.

15.6 You remain liable for service and usage supplied up to the effective end date and any lawful charge described above. Final invoices follow clause 7. Refunds and credits properly due to you will be accounted for promptly. Termination does not affect accrued rights, confidentiality, data obligations, valid liability limits or porting rights.

15.7 We will cooperate reasonably with an orderly transfer, return equipment under clause 4 and deal with data under Schedule 1. We will not use withheld data or blocked porting as leverage for a payment dispute. Any optional migration assistance beyond our legal and contractual duties must be separately quoted and agreed.

16. Data protection and confidentiality

16.1 Each party must comply with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018 as amended, and applicable privacy and electronic communications law. Schedule 1 applies when we process personal data on your behalf. Where we independently determine the purposes and means of processing, including relevant account administration and billing activities, we act as a controller and will provide the applicable privacy information.

16.2 Each party must protect the other's confidential information with reasonable care, use it only for the contract and disclose it only to those who need it and are bound by confidentiality, or where law requires disclosure. Public information, independently developed information and information lawfully received without restriction are excluded. These duties survive termination.

16.3 You must ensure lawful use of call recording, voicemail, analytics and any transcription features, including appropriate notices, a lawful basis, access restrictions and retention settings. These features are included only if specified and configured for your order. Special-category or otherwise sensitive call content may require additional safeguards. We will not enable unspecified recording or AI features merely by including them in these terms.

16.4 Neither party may use the other's name, logo or customer relationship for publicity without written permission.

17. Complaints and independent dispute resolution

17.1 Send complaints to hello@touchtec.cc or our registered office, with your account details, the issue and the outcome you seek. We will investigate fairly, keep you informed and explain the outcome and any escalation route. Our complaints procedure will be supplied on request and made readily accessible.

17.2 Nothing in these terms limits an eligible customer's right to refer an unresolved complaint free of charge to an Ofcom-approved alternative dispute resolution (ADR) scheme in accordance with applicable rules, including after six weeks from first raising the complaint or earlier on receipt of a deadlock letter. We will provide the applicable scheme and referral information as required. Scheme eligibility and referral time limits apply. This does not prevent access to the courts.

18. Notices and general provisions

18.1 Send formal notices to hello@touchtec.cc or TouchTec Cloud Communications Ltd at the registered office stated above. We will send notices to the customer's nominated email or postal address in the Order Form. Keep contact details current. Email is received when delivered to the nominated mailbox without a failure notification; an email outside support hours is treated as received on the next Working Day. Post is received on actual delivery. Statutory notice and switching rules take priority. This clause does not govern formal service of court proceedings.

18.2 Neither party may transfer this contract without the other's consent, not to be unreasonably withheld or delayed. We may use competent subcontractors but remain responsible for our obligations. Personal-data subcontracting is governed by Schedule 1.

18.3 The contract records the entire agreement about its subject matter, without excluding fraud, rights that cannot lawfully be excluded, or information that law requires to form part of the contract. A failure to enforce a right is not a waiver. If a provision is invalid, the remaining provisions continue to the extent they can operate lawfully.

18.4 No person other than the parties has a right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999 unless expressly agreed. Nothing creates a partnership or agency relationship. The contract and related non-contractual disputes are governed by the law of England and Wales, whose courts have exclusive jurisdiction, without limiting applicable ADR rights.

Schedule 1 — Processing personal data

This schedule applies to processing where TouchTec acts as processor for the customer in providing the ordered Service. It does not classify all telecommunications data as processor data. Service-specific processing arrangements will be supplied in writing and agreed as part of the contract before the relevant processing begins.

S1.1 Instructions and purpose. We will process personal data only on your documented instructions to deliver, secure, support and end the ordered Service, including your lawful configuration choices and instructions about transfers. If law requires different processing, we will notify you before processing unless prohibited. We will tell you immediately if we consider an instruction infringes applicable data protection law.

S1.2 People and security. We will restrict access to authorised people bound by confidentiality and implement appropriate technical and organisational measures proportionate to risk. These include appropriate access controls, authentication, secure transmission and storage, restoration arrangements and periodic testing. Service-specific security measures will be recorded in the agreed processing details.

S1.3 Assistance. Taking account of the nature of processing and information available to us, we will assist you with data-subject requests, security obligations, breach response, impact assessments and prior consultation with regulators. We will

notify you of a personal-data breach without undue delay after becoming aware and provide available information and updates. We will not wait for a complete investigation before notifying you.

S1.4 Subprocessors. You generally authorise only the subprocessors disclosed in the agreed processing details at contract formation. We will give advance written notice of proposed additions or replacements and a reasonable opportunity to object on data-protection grounds before their appointment. We will work to resolve a justified objection; if no compliant alternative is available, either party may end the affected processing and inseparable Service without early termination charges. We will impose equivalent protection by written contract and remain responsible for our subprocessors' performance of those obligations.

S1.5 International transfers. We will not make a restricted transfer, including overseas support access where applicable, unless it follows your documented instructions and has a lawful transfer mechanism and necessary safeguards. We will identify relevant locations and arrangements in the agreed processing details.

S1.6 Information and audit. We will make available information necessary to demonstrate compliance and allow and contribute to audits, including inspections, by you or a mandated independent auditor. Reasonable confidentiality, security, notice and coordination arrangements may apply, but will not obstruct your statutory audit rights or urgent incident or regulator requirements.

S1.7 End of processing. At your choice, we will return or delete processor data when the relevant processing ends, and delete existing copies unless law requires retention. Return format, timing and backup deletion arrangements will be set out in the agreed processing details. Retained data remains protected and used only for the permitted retention purpose. We will confirm completion on reasonable request.

S1.8 Customer duties. You determine the lawful purpose and basis for processing, provide required notices, issue lawful instructions and control authorised users and relevant configuration settings. You will supply information reasonably needed for us to perform this schedule. These duties do not reduce our own legal responsibilities.

Processing details

Subject matter: provision and support of hosted business telephony. Purpose and operations: transmission, routing, hosting, storage, retrieval, support access, export and deletion as needed to deliver, secure, support and end the ordered Service. Data subjects: customer staff and users, callers, recipients and other individuals included in communications. Personal data: user identity and contact details, telephone numbers, call metadata, directories, configuration and support records; voicemail, recordings and transcripts only where ordered. Duration: the service term plus the agreed return/deletion process and any lawful retention period. The agreed service-specific processing details will identify authorised subprocessors and their roles, hosting and support-access locations, any transfer safeguards, security measures, retention periods and return/deletion arrangements.

Order acceptance

These standard terms form part of the contract when incorporated into an Order Form accepted by both parties. The Order Form identifies the applicable terms version, customer, services, pricing, commitment period and any agreed special terms or schedules.