

Madhaus Limited

Service Level Agreement & Terms of Business

Last Updated 4th February 2023

Thank you for choosing to use Madhaus Limited ("Madhaus") for your digital solutions. We're excited to have you on board! This document is governed under the laws of the United Kingdom.

Your Services

Services are recommended by us, and chosen by you as to their suitability. Please refer to our communication, the billing portal we may have provided you with, or the invoices we issue to yourself or your business.

Scope

We naturally endeavour to help wherever we can, inside or outside of our general remit. The services we provide will be in accordance with 'Your Services' above.

Some services may include additional inclusions. For example some website hosting agreements may include a retainer for maintenance. Please refer to 'Your Services' as above for reference to these and their limits.

Where this is not the case, labour will be charged at £25.00/hour, in hourly increments. We will always agree this via email or other digital written communication prior to any charges.

Guarantees

The internet is an unpredictable place, with malicious actors and ever-evolving software which can sometimes cause unexpected results.

Our goal is to take the worry out of this by managing the security and operation of your services actively. Using industry-backed digital cloud platforms to host your services, we're confident that you won't see downtime.

Sometimes, to ensure that your services stay online, we may need to schedule downtime. Where this is necessary we will provide at least 72 hours notice, though in some exceptional circumstances such as an active cyber attack, this may not be possible.

If your services are to become unavailable through misconfiguration or poor maintenance, we will contact you at the earliest opportunity and waive the next month's fee for that particular service. Should a fault lie with our upstream cloud service providers, we unfortunately will not be able to provide waive any fees.

Response Times

We will endeavour to respond to any requests within 72 hours of contact. On occasion we may need to schedule actions requested for a future time - where this is necessary, this will be within 7 days, unless otherwise specified (at our discretion). If a task exceeding 5 hours in duration is requested, a minimum 14 day period will stand.

Content Policy

We will not tolerate the hosting, transmitting, storage, upload, download, processing or manipulation of content which is illegal, defamatory, unethical, damaging, or harmful at our sole discretion. You may be liable to legal action equal to the cost of damages incurred by Madhaus Limited if our content policy is violated. If in violation of this policy, at our sole discretion, your services will be terminated with immediate effect.

Billing and Termination

Services are billed in advance, and unfortunately cannot be refunded for a change of mind. If you would like to cancel your services, please notify us in writing via email, and we will be happy to honour your services until the end of their payment period.

If we wish to terminate your services, we will provide you with notice equal to your remaining billing term or 30 days, whichever is longer. If in contravention of our content policy, at our sole discretion, your services will be terminated without notice. We will not provide copies, backups, versions or history of any information or data held as part of our service to you should you be in contravention of our content policy.

Privacy

We won't sell your data to other businesses. Personal information will be handled in accordance with the Data Protection Act 2018. The nominated Data Protection Officer is George Streten, Director, contactable via the 'Contact' section of this document.

Contact

For sales, enquiries or complaints, please contact George Streten (Director) via email at streten@madhaus.uk or via phone on +44 7496 562368

Agreement

We hope this document meets your expectations and that you're happy to work with us. By advising us of your agreement, you agree that in the provision of the services you utilise, Madhaus is a data processor under the Data Protection Act 2018.

You also agree that we will adjust billing preferences, add or remove services as per your request, on your behalf via our payment processors.