



TERMS & CONDITIONS

RIDGEON NETWORK LTD

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Document Change History

Reference/Version	Date	Author	Reason/Changes
RN_TC_180426	26 April 2018	C.Ridgeon	Updated tracked version in Quality Management System to replace last Revision 13 June 2016. Scheduled review and updates including GDPR and links to Privacy Policy.
RN_TC_180530	30 May 2018	C. Ridgeon	Amended references to GDPR and Data Protection act to "Applicable Data Protection Laws".

TERMS & CONDITIONS

RIDGEON NETWORK LTD

These are Ridgeon Network's General Terms and Conditions of business and should be read in conjunction with the Service Agreement agreed between Ridgeon Network Ltd and the Customer/User.

1. DEFINITIONS AND INTERPRETATION

1.1 In the Agreement the following expressions will have the following meanings unless inconsistent with the context:

"Order Form" or "Service Agreement" or "SLA" – all of these terms cover a formal agreement between Ridgeon Network Ltd and the customer, or where there is no formal agreement, the Initial and Renewal Invoices will detail the services ordered.

"Acceptable Use Policy" – the acceptable and fair use policies of Ridgeon Network and any Third Party Services Providers from time to time applicable

"Agreement" – the agreement between Ridgeon Network and the Customer for the provision of Services and / or Products formed by these conditions and those set out on the Service Agreement.

"Business Day" – a day which is not a Saturday or Sunday or Public or Bank Holiday

"Business Hours" – 8.30am to 5.30pm on each Business Day

"Confidential Information" - all information in respect of the business of a party including any ideas; business methods; finance; prices, business, financial, marketing, development or manpower plans; customer lists or details; computer systems and software; products or services, including know-how or other matters connected with the products or services manufactured, marketed, provided or obtained by a party, and information concerning a party's relationships with actual or potential clients, customers or suppliers and any other information which, if disclosed, will be liable to cause harm to that party

"Contract Year" – the period of 12 months from the Effective Date and each successive period of 12 months during the continuance in force of the Agreement or, in respect of the final Contract Year under the Agreement, the period from the end of the penultimate Contract Year to the date of termination of the Agreement, if shorter

"Customer" – as identified on the Service Agreement

"Customer Personnel" - all employees and other personnel of the Customer and all agents, contractors and other users of the Services

"Effective Date" – the date set out in the Service Agreement

"Fees" – the charges due to Ridgeon Network as set out in the Service Agreement, as may be amended from time to time pursuant to these conditions or the Service Agreement.

"Initial Term" – the initial term of the Agreement as set out in the Service Agreement.

"Ridgeon Network" – Ridgeon Network Ltd registered in England, No. 6894437, whose registered address is at Alma Park, Woodway Lane, Lutterworth, Leicestershire, LE17 5BH

"Ridgeon Network Equipment" – any hardware, software, cabling and/or other products or equipment provided by Ridgeon Network to the Customer in connection with the provision of the Services or otherwise used by Ridgeon Network to provide the Services

"Products" – any hardware, software, cabling and/or other products or equipment sold or licensed by Ridgeon Network to the Customer as identified in the Service Agreement, as may be amended from time to time pursuant to paragraph 3.5 of these conditions

"Services" – the service provided by Ridgeon Network as identified in the Order Form, as may be amended from time to time pursuant to paragraph 3.5 of these conditions or the Service Agreement.

"Service Schedule" as per Service Agreement.

"Service Levels" – any service levels applicable to the Services as set out in the Service Agreement

"Third Party Services" – any part of the Services which Ridgeon Network procures from a third party, and any third party hosting services, telecommunications services and/or equipment which Ridgeon Network uses in order to provide the Services

"Third party Services Provider" – the provider of any Third Party Services

1.2 If there is a conflict between any of these conditions and the Service Agreement, the conflict will be resolved according to the following order of priority:

1.2.1 The Service Agreement,

1.2.2 These conditions, and

1.2.3 Services detailed on the relevant invoice(s)

1.3 The headings to these conditions and in the Order Form and Service Schedule are for convenience only and will not affect their construction or interpretation.

1.4 Any phrase in the Agreement introduced by the term **"include"**, **"including"** **"in particular"** or any similar

expression will be construed as illustrating and will not limit the sense of the words proceeding

2 FORMATION

2.1 These conditions, together with the other terms set out in the Agreement, will apply to all contracts and agreements between the parties to the exclusion of all other terms and conditions and all previous oral or written representations, including any terms or conditions which the Customer purports to apply under any purchase order, confirmation of order or similar document, whether or not such document is referred to in the Service Agreement.

2.2 Each order/invoice or acceptance of a quotation for Services or Products will be deemed to be an offer by the Customer to purchase Services or Products upon these conditions. The Agreement is formed when the order is accepted by Ridgeon Network, by way of e-mail confirmation or any other written acknowledgement. No contract will come into existence until such written acknowledgement of the order is issued by Ridgeon Network.

2.3 Any quotation provided by Ridgeon Network is valid for a period of 7 days only from its date, provided Ridgeon Network has not previously withdrawn it and the quotation does not indicate otherwise.

2.4 All orders are non-cancellable. Without prejudice to this, no Products may be returned by the Customer following delivery unless they fail to comply with their specification due to defects in material or workmanship, and then only in accordance with the provisions of paragraph 7.1.

2.5 Ridgeon Network will be entitled to make changes to these conditions at any time and the Customer will be subject to any such amended conditions from the date that such changes are made. The most recent version of these conditions from time to time will be found at www.ridgeon-network.co.uk and the Customer shall check periodically for changes. Posting changes to these conditions at www.ridgeon-network.co.uk shall be deemed to be sufficient notice to the Customer of such changes. For convenience, the customer can subscribe to be notified by email when these terms are updated on the website by sending us a request by email to info@ridgeon-network.co.uk.

3 RIDGEON NETWORK RIGHTS AND OBLIGATIONS

3.1 The Services and the Products to be provided to the Customer are as described or referred to on the Service Agreement.

3.2 Time for performance or delivery is not of the essence and any timescales for performance or delivery given by Ridgeon Network are estimates only. Ridgeon Network will use its reasonable endeavours to provide the Services and deliver the Products in accordance with any timescale set out on the Service Agreement but will not be liable to the Customer where it fails to meet any timescale.

3.3 Ridgeon Network will not be liable for any failure to provide the Services and / or deliver the Products resulting from any breach by the Customer of the Agreement.

3.4 Ridgeon Network will not be obliged to provide any Services or Products not referred to on the Service Agreement.

3.5 Ridgeon Network may at any time and from time to time improve, correct or otherwise modify all or any of the Services and / or Products (including substituting software and/or Products with software or equipment of similar specification) provided that such modification does not materially adversely affect provision of the Services to the Customer or the functionality of the Products. Ridgeon Network will endeavour to give the Customer reasonable notice of any such relevant modification, where this is reasonably practicable.

3.6 Ridgeon Network shall use its reasonable endeavours to provide the Services in accordance with the Service Levels. However, the Customer acknowledges that, given the nature of the Services, Ridgeon Network cannot guarantee that the Services will be uninterrupted or error free.

3.7 Where service credits are provided for in the Service Schedule these shall be the sole and exclusive remedy of the Customer for the failure to meet the applicable Service Levels. Ridgeon Network shall have no additional liability to the Customer in respect thereof.

3.8 Risk of damage to or loss of the Products will pass to the Customer on delivery.

3.9 Ownership of the Products will not pass to the Customer until Ridgeon Network has received in full (in cash or cleared funds) all sums due to it in respect of:

3.9.1 The Products; and

3.9.2 All other sums which are or which become due to Ridgeon Network from the Customer on any account.

3.10 Until ownership of the Products has passed to the Customer, the Customer must hold the Products on a fiduciary basis as Ridgeon Network's bailee and maintain the Products in satisfactory condition insured on Ridgeon Network's behalf for their full price against all risks to the reasonable satisfaction of Ridgeon Network.

3.11 The Customer's right to possession of the Products will terminate immediately if any of the circumstances set out in paragraph 9.4 occur.

3.12 Ridgeon Network will be entitled to recover payment for the Products notwithstanding that title in any of the Products has not passed from Ridgeon Network.

3.13 On termination of the Agreement, howsoever caused, Ridgeon Network's rights contained in paragraphs 3.9 to 3.12 will remain in effect.

4 CUSTOMER OBLIGATIONS

4.1 The Customer will provide Ridgeon Network with all information, instructions and assistance that Ridgeon Network may reasonably require in order to carry out its obligations under the Agreement. The Customer shall cooperate fully and in good faith with Ridgeon Network and any applicable Third Party Services Providers. The Customer shall provide all reasonably necessary physical access to Customer premises and other sites at all reasonable times as required (including access for the purposes of installation, inspection, maintenance, replacement, upgrade, or removal of the Products, Ridgeon Network Equipment and any other equipment associated with the Services), facilities at such premises and sites, assistance with testing and other assistance to Ridgeon Network that Ridgeon Network shall reasonably require to perform its obligations under the Agreement, and the Customer shall comply with any reasonable operating instructions issued by Ridgeon Network from time to time.

4.2 If Ridgeon Network is provided with any incorrect information or instructions in connection with the Services, then the Customer shall pay any reasonable additional and wasted costs and expenses incurred or suffered by Ridgeon Network as a result in setting-up and/or providing any Services.

4.3 Where Ridgeon Network or any Third Party Services Provider are working on Customer premises, the Customer shall ensure a safe working environment in compliance with all applicable health and safety laws.

4.4 Ridgeon Network reserves the right to refuse access to its premises and servers to anyone.

4.5 All Services are subject to the Acceptable Use Policy. The Customer shall, at all times in connection with its use of the Services, comply with the Acceptable Use Policy. Ridgeon Network shall publicise the Acceptable Use Policy on its website (the current url being www.ridgeon-network.co.uk) and it shall be the responsibility of the Customer to ensure that it checks the same periodically and that it is aware of the current policies. The Customer shall ensure that the Acceptable Use Policy is communicated to Customer Personnel in a timely manner.

4.6 Without prejudice to paragraph 4.5, the Customer shall not use the Services, any Ridgeon Network Equipment or any Customer equipment which is located on Ridgeon Network premises:

4.6.1 to provide, store, host, link to or connect to illegal content, content designed to offend or cause needless anxiety to others, any material which is abusive, indecent, defamatory, obscene, threatening, menacing or likely to cause harassment or which is in breach of any copyright, confidence, privacy or any other rights or scanning software;

4.6.2 To distribute illegal, copyright infringing, indecent or offensive material;

4.6.3 To send or procure the sending of any unsolicited e-mail; or

4.6.4 in an unlawful manner or for any illegal purpose.

4.7 Whether or not express reference is made to Customer Personnel in the relevant provision, the Customer will procure that all Customer Personnel comply with all the duties, obligations and restrictions imposed on the Customer by the Agreement, to the extent such duties, obligations and restrictions are applicable to the Customer Personnel. Any act or omission of any Customer Personnel which, if it had been committed or omitted by the Customer, would have been a breach of the Agreement by the Customer will be deemed to be a breach of the Agreement by the Customer who will be liable to Ridgeon Network accordingly.

4.8 Where the Products include any software, the same is provided on a licensed basis in accordance with the licence terms and conditions applicable thereto, which the Customer agrees that it will comply with.

4.9 It is the customer's responsibility to inform Ridgeon Network of any changes to contacts such as Service Administrators, Finance Contacts as soon as reasonably possible.

5 SUSPENSION

5.1 Without prejudice to any other right or remedy that it may have in such circumstances, Ridgeon Network reserves the right to suspend provision of any part of the Services where:

5.1.1 the Customer's use of any of the Services is found to be monopolizing the resources available (this policy is only implemented in extreme circumstances and is intended to prevent misuse of the Services); or

5.1.2 the Customer is in breach of the Acceptable Use Policy, paragraph 4.6 or otherwise in material breach of the Agreement and fails to rectify such breach within 7 days of a written request from Ridgeon Network requiring the same to be rectified; or

5.1.3 Required for maintenance, repair or upgrade of any Ridgeon Network systems and/or the Services (Ridgeon Network shall use reasonable endeavours to give as much advance notice to the Customer as is reasonably practicable in the circumstances); or

5.1.4 Dealing with any actual or suspected security breach, vulnerability, virus, or attack or any misuse by any person of any Ridgeon Network systems and/or the Services; or

5.1.5 Necessary because of an emergency; or

5.1.6 Required by any regulatory, governmental or other competent authority; or

5.1.7 the Services depend on any Third Party Services and that Third Party Service is suspended by the relevant Third Party Services Provider; or

5.1.8 the Customer fails to pay any Fees in accordance with the provisions of the Agreement and fails to rectify such failure within 7 days of a written request from Ridgeon Network requiring the same to be rectified.

5.2 Ridgeon Network may from time to time close down the whole or part of the network for routine repair or maintenance work. Ridgeon Network shall give as much notice as in the circumstances is reasonable and shall endeavour to carry out such works during the scheduled maintenance periods as published by Ridgeon Network as appropriate.

5.3 Ridgeon Network may from time to time without notice close down or restrict the whole or part of the Services where necessary for emergency repair, to prevent overload of the network, or to preserve the safety, security or integrity of the Services and traffic conveyed. Ridgeon Network shall at its sole discretion decide when such action is necessary.

5.4 The Customer's internal network configuration or service configuration and any equipment that it uses with the Services that is not a Product or Ridgeon Network Equipment remains the responsibility of the Customer. Any interruptions to the Services that occur as a result of an internal configuration or equipment issue may not be deemed as an interruption or suspension of the formal provision of the Services and Ridgeon Network shall have no liability in this respect.

5.5 Ridgeon Network has no liability for events, actions or outcomes resulting from the configuration or misconfiguration by any of the clients Staff or user's or any user outside of Ridgeon Network.

5.6 Where provision of any part of the Services is suspended by Ridgeon Network pursuant to paragraph 5.1.1, 5.1.2 or 5.1.8, Ridgeon Network shall be entitled to charge the Customer its standard reconnection fee from time to time applicable which the Customer shall pay to Ridgeon Network prior to Ridgeon Network recommencing provision of such part of the Services.

6 PAYMENT

6.1 All Fees payable monthly or yearly as indicated in the **Service Agreement, Service Schedule, Order Form and/or invoice and** will be paid by the Customer in advance and will not be refundable in whole or part if the Agreement or relevant part is terminated by the Customer during the period to which the payment relates. **If the breach of agreement is by Ridgeon Network, Ridgeon Network will refund the proportion of remaining services to the client within 30 days of the agreement being terminated.**

6.2 Ridgeon Network reserves the right to require the payment of such Fees as it shall specify in the Service Agreement upfront prior to the commencement of the provision of the Services or any Products or before any order is progressed. **The customer will be notified if this is the case before placing the order, such cases include (but are not limited to) poor credit rating or provision of non-refundable services.**

6.3 All other Fees (unless indicated otherwise in the Service Agreement) shall be payable by the Customer following provision of the relevant Services or delivery of the Products, or, where provision of the relevant Services continues for more than one month, monthly in arrears.

6.4 Additional Fees will become payable if the Customer exceeds agreed or stipulated bandwidth or other use levels or restrictions set out in the Service Schedule or Order Form.

6.5 Any total sum for the Fees set out in an Service Agreement is (unless stated in the Service Agreement to be a fixed and firm amount) an estimate of the Fees only and not a fixed price quotation.

6.6 Ridgeon Network shall be entitled to increase the Fees at any time, but no such increase may take effect earlier than the end of the Initial Term except where the costs incurred by Ridgeon Network in the provision of the relevant Services or Products increase through factors that are outside of Ridgeon Network's control, including (but not limited to) electricity and bandwidth charges and charges levied by Third Party Services Providers. Ridgeon Network shall give the Customer 30 days' notice of such increases.

6.7 Any sums payable by the Customer to Ridgeon Network under the Agreement are exclusive of value added tax or any similar taxes, levies or duties, which will be added to such sums and be payable by the Customer at the appropriate rate.

6.8 The Customer agrees to pay Ridgeon Network invoices within 30 days of invoice due date. If invoices are not settled in full by then, the Customer will without prejudice to its other rights and remedies be liable to pay interest on any sum outstanding from the due date for payment on a daily basis until payment is made (whether before or after any judgment) in accordance with the provisions of the Late Payment of Commercial Debts (Interest) Act 1998.

6.9 Ridgeon Network may make a search in relation to the Customer with a credit reference agency (and make other credit enquiries from time to time), keep a record of that search and enquiries, and share that information with third parties. Ridgeon Network may also make enquiries about the principle directors/proprietors of the Customer with a credit reference agency.

6.10 All Fees shall be paid by such method as determined by Ridgeon Network from time to time (which may include payment by direct debit, BACS, cheque or credit card) to such account as Ridgeon Network may specify from time to time. Where the Customer authorises payment of any of the Fees by credit card or direct debit then Ridgeon Network may deduct other amounts becoming payable to it under the Agreement under that credit card/bank account without obtaining additional authorisation from the Customer

6.11 All payment is in UK sterling.

6.12 All payments to be made by the Customer will be made in full without any set-off, restriction or condition and

without any deduction or withholding for or on account of any counterclaim or any present or future taxes, levies, duties, charges, fees, deductions or withholdings of any nature, unless the Customer is required by law to make any such deduction or withholding.

6.13 Ridgeon Network shall have a lien over and be entitled to retain any equipment and property of the Customer in Ridgeon Network's possession pending satisfaction in full of the Customer's payment obligations under the Agreement, including following any termination of the Agreement. This shall include the right to sell the same and set off the proceeds of sale against any sums owing.

7 LIABILITY AND WARRANTY

7.1 Ridgeon Network will, free of charge, within a period of 12 months from the date of delivery of the Products which are proved to the reasonable satisfaction of Ridgeon Network to not comply with specification due to defects in material or workmanship, repair, or at its option replace, such Products. Provided that Ridgeon Network complies with this obligation it shall have no further liability to the Customer in connection with such non-compliance. This obligation will not apply where:

7.1.1 The Products has been improperly altered in any way whatsoever, or has been subject to misuse or unauthorised repair;

7.1.2 The Products has been improperly installed or connected or configured (other than by Ridgeon Network);

7.1.3 Any maintenance requirements relating to the Products has not been complied with (other than where Ridgeon Network is responsible for such maintenance under the Agreement); and

7.1.4 The Customer has failed to notify Ridgeon Network of any defect or suspected defect within 14 days of the same coming to the knowledge of the Customer, and in any event no later than 12 months from the date of delivery.

7.2 Ridgeon Network warrants that the Services will be provided with reasonable care and skill.

7.3 Ridgeon Network does not (and nothing in the Agreement shall be construed so as to) exclude its liability (if any) to the Customer:

7.3.1 for breach of Ridgeon Network's obligations arising under section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982;

7.3.2 for personal injury or death resulting from Ridgeon Network's negligence;

7.3.3 under section 2(3) Consumer Protection Act 1987;

7.3.4 for any matter for which it would be illegal for Ridgeon Network to exclude or to attempt to exclude its liability; or

7.3.5 for fraud.

7.4 Except as provided in paragraph 7.3, Ridgeon Network will be under no liability to the Customer whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any indirect or consequential loss or for any loss of profits, loss of business, loss of anticipated savings, depletion of goodwill and like loss howsoever caused arising out of or in connection with the Agreement.

7.5 Subject to paragraphs 7.3 and 7.4, Ridgeon Network's aggregate liability in any Contract Year under the Agreement whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any injury, death, damage or loss howsoever caused will be limited to [the Fees payable in that Contract Year].

7.6 Except as set out in paragraph 7.3, Ridgeon Network hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than those set out in the Agreement) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favour of the Customer.

7.7 The Customer acknowledges that the above provisions of this paragraph 7 are reasonable and reflected in the Fees which would be higher without those provisions, and the Customer will accept such risk and/or insure accordingly.

7.8 Ridgeon Network is not liable for any consequence resulting from the customer's breach of security or data protection, be it accidental or otherwise.

8 FORCE MAJEURE

8.1 Neither party is under any liability to the other party in respect of anything which, apart from this provision, may constitute a breach of the Agreement arising by reason of force majeure which means, in relation to either party, circumstances beyond the reasonable control of that party including acts of God, acts of any governmental or supra-national authority, war or national emergency, riots, civil commotion, fire, network failure/ systems fault outside of our control, systems fault, unauthorised use or access to the IT systems of Ridgeon Network or the Customer, explosion, flood, epidemic, lock outs (whether or not by that party), strikes and other industrial disputes (in each case, whether or not relating to that party's workforce), restraints or delays affecting shipping or carriers, inability or delay in obtaining supplies of adequate or suitable materials and currency restrictions, to the extent outside of its reasonable control.

9 TERM AND TERMINATION

9.1 The Agreement shall commence on the Effective Date and shall continue in force for the Initial Term and thereafter shall continue in force unless or until terminated by one party in accordance with clause 9.

9.2 Unless stated otherwise in the relevant Service Agreement, at the end of the initial term the agreement will renew automatically for an additional Contract Year unless either party gives to the other not less than 30 days' notice in writing before the contract renewal date.

9.3 Where a customer is terminating a Ridgeon Network service a cancellation formal letter will need to be sent via postal mail or e-mail from the account holder who signed the Service Agreement. This must then be acknowledged by your Ridgeon Network primary contact for the cancellation to proceed. If the signer/primary contact does not work for the organisation or is unavailable, their replacement or superior can cancel on their behalf. This acknowledgement is not to be unreasonably withheld.

9.4 **The Customer or** Ridgeon Network may by written notice served on the Customer terminate the Agreement immediately if the Customer:

9.4.1 either is in material breach of any of the terms of the Agreement and such breach is incapable of remedy or, where the breach is capable of remedy, fails to remedy such breach within 14 days after service of a written notice from Ridgeon Network specifying the breach and requiring it to be remedied;

9.4.2 is unable to pay its debts within the meaning of section 123 Insolvency Act 1986, makes a proposal for a voluntary arrangement or convenes a meeting of its creditors to consider such a proposal, becomes subject to any voluntary arrangement, has a receiver, manager, or administrative receiver appointed over any of its assets, undertaking or income, passes a resolution for its winding-up, is subject to a petition presented to any court for its winding-up, has a provisional liquidator appointed, has a proposal made for a compromise or arrangement under Part 26 Companies Act 2006, has an administrator appointed in respect of it or is the subject of an application for administration filed at any court or a notice of appointment of an administrator filed at any court or a notice of intention to appoint an administrator filed at any court by any person or is the subject of a notice to strike off the register at Companies House;

9.4.3 Has any distraint, execution or other process levied or enforced on any of its property; or

9.4.4 Ceases to trade.

9.5 The termination of the Agreement howsoever arising is without prejudice to the rights, duties and liabilities of either party accrued prior to termination. The clauses in the Agreement which expressly or impliedly have effect after termination will continue to be enforceable notwithstanding termination.

9.6 Subject to the provisions of paragraph 6.13, on termination of this Agreement howsoever arising each party will return to the other any property of the other in its possession or control.

9.7 Without prejudice to any other of its rights and remedies:

9.7.1 Ridgeon Network will be entitled to immediately and without notice remove the Customer's data permanently from its systems and any Ridgeon Network Equipment and/or put the Ridgeon Network Equipment to any use other than the Customer's following termination of the Agreement. Ridgeon Network is not required to back up such data or return the same to the Customer prior to any such removal; and

9.7.2 in the event of any termination by Ridgeon Network pursuant to paragraph 9.4, or by the Customer pursuant to any provision of these conditions, the Customer shall be liable to pay or reimburse Ridgeon Network for any cancellation charges that may be due to any Third Party Services Providers or otherwise due as a consequence of such termination.

10 PERSONAL DATA AND CONFIDENTIAL INFORMATION

10.1 All agreements with, services provided by and interactions with Ridgeon Network Ltd are strictly subject to our Privacy Policy. An up to date version of this document can be found on our website at www.ridgeon-network.co.uk.

10.2 Ridgeon Network will be entitled to make changes to its Privacy Policy at any time and the Customer will be subject to any such amended conditions from the date that such changes are made. The most recent version of the Privacy Policy from time to time will be found at www.ridgeon-network.co.uk and the Customer shall check periodically for changes. Posting changes to these conditions at www.ridgeon-network.co.uk shall be deemed to be sufficient notice to the Customer of such changes. For convenience, the customer can subscribe to be notified by email when the Privacy Policy is updated on the website by sending us a request by email to info@ridgeon-network.co.uk.

10.3 Ridgeon Network reserves the right to hold the names and other information provided by and relating to Customers in a computerised database. This data will be used to enable the provision and maintenance of Services, and may in certain circumstances be supplied Ridgeon Network to Third Party Service Providers and any other suppliers to Ridgeon Network to enable the provision or maintenance of the Services.

10.4 Customers who request an IP address assignment or domain name may, where applicable, have their contact details added to the public RIPE or WHOIS database

10.5 Where Ridgeon Network is processing any personal data relating to the Customer in connection with the provision of the Services, it is doing so on behalf of the Customer as a "data processor" under the applicable Data Protection Laws, and the Customer is the "data controller". Ridgeon Network will comply with its obligations under the applicable Data Protection Laws as data processor

10.6 In particular Ridgeon Network will maintain and comply with reasonably appropriate technical and organisational measures against unauthorised or unlawful processing of that personal data and against accidental loss or destruction of, or damage to that personal data.

10.7 Each party will keep confidential:

10.7.1 the terms of the Agreement; and

10.7.2 any and all Confidential Information that it may acquire in relation to the other party.

10.8 Neither party will use the other party's Confidential Information for any purpose other than to perform its obligations under the Agreement. Each party will ensure that its officers and employees comply with the provisions of paragraphs 10.7 and 10.8.

10.9 The obligations on a party set out in paragraphs 10.7 and 10.8 will not apply to any Confidential Information which:

10.9.1 either of the parties can demonstrate is in the public domain (other than as a result of a breach of paragraph 10.7 or 10.8); or

10.9.2 a party is required to disclose by order of a court of competent jurisdiction but then only to the extent of such required disclosure.

10.10 The provisions of paragraphs 10.7 and 10.8 will survive any termination of the Agreement for a period of 5 years from termination.

11 DOMAIN NAMES

11.1 Domain names may be registered on behalf of client during their services being live with us. Unless otherwise stated in the domain registration, the customer is the legal owner of said domain names whilst services are hosted with Ridgeon Network.

11.2 The customer can request the transfer of any domain name in their ownership at any time. The client should allow for up to 30 days for a transfer to complete.

11.3 If a domain name has been registered for a client under Ridgeon Network's name for ease of registration and renewal, the client can request the name to be changed to theirs subject to any administration fees being paid by the client that are incurred by Ridgeon Network.

11.4 Renewal of domain names is the full responsibility of the client unless otherwise agreed with Ridgeon Network. Ridgeon Network will gladly renew the domain name for the client on a regular basis before expiry if requested by the client and paid in full.

11.5 Ridgeon Network is the Agent between the Client and the appropriate Naming Authority for any domain names provided to the client on their behalf. The client is subject to any terms and conditions from the Naming Authority or registrar directly, a copy of which can be obtained directly from the registrar or naming authority or from their website. The name of the registrar can be checked against the domain name through the domain name's WHOIS record or Ridgeon Network will provide this information on request.

11.6 Ridgeon Network will inform the client by email at least 30 days before a domain name expires that it needs to be renewed, only if the domain has been registered by Ridgeon Network on behalf of the client. If the client does not request the renewal of the domain name, it will be allowed to expire and Ridgeon Network accepts no liability for any loss as a result of this.

11.7 Any domain names which have been registered on behalf of the client, remain the property of Ridgeon Network until full payment has been received for them.

11.8 Any domain names not paid for or renewed by the client will either be allowed to expire or will remain Ridgeon Network's property indefinitely.

11.9 Ridgeon Network gives no guarantee that ordering a domain name will result in a successful registration. Only when the client is informed of the complete registration, is it deemed registered.

12 WEBSITE CONTENT, DISTRIBUTION AND STORAGE OF DATA

12.1 No Ridgeon Network services may be used to distribute or store illegal or copyrighted material that may violate laws in any country of use.

12.2 No Ridgeon Network services may be used to distribute or store any files which may be infected with viruses or malicious programs.

12.3 Ridgeon Network reserves the right to immediately suspend any or all services relating to the client which are deemed to be in breach of copyright any law or by request of a copyright holder or law enforcement.

12.4 Ridgeon Network reserves the right to temporarily suspend services which are suspected to be in breach of

clause 12.1, 12.2 or 12.3 whilst an investigation is made into the whether the claim is valid.

12.5 Ridgeon Network can enforce 12.3 or 12.4 if they suspect internally that a breach of copyright or law has been made.

12.6 Ridgeon Network will not be held liable for the consequences of any content or data whatsoever stored on or transferred through its systems. Liability is solely held by the customer in all cases.

13 COMPROMISED SYSTEMS OR SERVICES

13.1 Ridgeon Network reserves the right to suspend or terminate any services indefinitely that are suspected to be compromised or are being used / have been used by an unauthorised user or system. The customer will be notified of the suspension after it has taken place and any post-suspension work/tasks have been completed.

15 MISCELLANEOUS

15.1 Each right or remedy of Ridgeon Network under any Agreement is without prejudice to any other right or remedy of Ridgeon Network under the Agreement.

15.2 If any condition or part of the Agreement is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from the Agreement and will be ineffective without, as far as is possible, modifying any other provision or part of the Agreement and this will not affect any other provisions of the Agreement which will remain in full force and effect.

15.3 No failure or delay by Ridgeon Network to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

15.4 Ridgeon Network may assign, delegate, license, hold on trust or sub-contract all or any part of its rights or obligations under the Agreement.

15.5 The Contract is personal to the Customer or User who may not assign, delegate, license, hold on trust or sub-contract all or any of its rights or obligations under the Agreement without Ridgeon Network's prior written consent.

15.6 The parties to the Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.

15.7 The Agreement contains all the terms which Ridgeon Network and the Customer have agreed in relation to the Services and Products [and supersedes any prior written or oral agreements, representations or understandings between the parties relating thereto. The Customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of Ridgeon Network which is not set out in the Agreement. Nothing in this paragraph 15.7 will exclude any liability which one party would otherwise have to the other party in respect of any statements made fraudulently.

14 APPLICABLE LAW AND JURISDICTION

The construction, performance and validity of the Agreement will be governed by English law and the English courts have jurisdiction to settle any disputes which may arise out of or in connection with it.