

Terms of service

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About us

“Ability Software Group”, “Ability CRM”, “Ability Portals” and “Ability HR” are all trading styles of B1 Network Systems Ltd which is a registered company in the United Kingdom. Registration number: 13682361

1. Access

- 1.1 During the period that you are paying for the services we will provide your users access to our services
- 1.2 It is your responsibility to ensure that the users are compliant with this agreement
- 1.3 You must be a limited company (legal entity) to purchase the services, or you must be over the age of 18
 - 1.3.1 If the agreement is held in an individuals name and not a legal entity then late payment will cause an instant pause of service

2. Modifications

2.1 We may make updates automatically or by request of the client

2.1.1 You can opt-out from automatic updates but altering us at that beginning of your service

3. Acceptable use

3.1 You may not use the service if you do not comply with the acceptable use policy

3.2 You acknowledge that the service is not designed or intended to process or manage sensitive information

3.2.1 Managing or processing sensitive information may lead to termination of services

3.2.2 We will not have any liability for any sensitive information that you input to our services & facilities

4. Fees

4.1 Payment of fees

4.1.1 Fees will be outlined in your invoice which is automatically taken via Stripe as a subscription

4.1.2 Late payments may lead to late payment interest being added, this is calculated via the Government Service the Small Business Commissioner: <https://www.smallbusinesscommissioner.gov.uk/deal-with-an-unpaid-invoice/how-to-chase-an-unpaid-invoice/interest-calculator/>

4.1.3 In the event of a failed payment you we reserve the right to retry a Payment Intent. If a new payment method is required we will move the billing account to this method

4.2 Changes in price

4.2.1 Prices will only reduce if you provide notice that you are downgrading your service

4.2.2 We reserve the right to increase our prices, given 1 months' notice via written notice in post or email

4.3 Payment information

4.3.1 Payment information will be stored securely in Stripe, information about the type of information that Stripe process can be found in our Privacy Policy

4.4 Sales Tax

4.4.1 We are GB VAT registered that means we will apply 20% Value Added Tax on sales

4.4.2 If you purchase our services from outside of the GB VAT region you will still be applied 20% VAT

5. Termination of services

5.1 Procedures

- 5.1.1 You must provide us 30 days notice for cancellation of services
- 5.1.2 We will export your data from our facilities in the content format .CSV (UTF-8)
- 5.1.3 We will email you your data
- 5.1.4 We will remove all of your data from our facilities
- 5.1.5 We will delete your subscription & account from Stripe for billing

5.2 When we may terminate the service

- 5.2.1 Breach of acceptable use policy
- 5.2.2 Holding sensitive information
- 5.2.3 Using the service in an illegal or malicious way
- 5.2.4 Consistently late payment

Other documents include

Privacy policy

Data sharing agreement

Data processing agreement

Acceptable use policy

Data retention

Data protection