

TechByte IT Solutions Ltd. - Terms of Service Policy

Effective Date: 16/06/25

1. Introduction

Welcome to TechByte IT Solutions ("TechByte IT Solutions", "TBITS", "we", "us", or "our"). These Terms of Service ("Terms") govern your use of our IT consultancy services and any related products or services provided by TBITS. By engaging with TBITS or using our services, you agree to be bound by these Terms. If you do not agree, please do not use our services.

2. Services

TBITS provides IT consultancy services including, but not limited to, IT infrastructure planning, system integration, support and maintenance, cybersecurity consultancy, and software development advisory. Details of specific services, deliverables, and timelines will be outlined in individual contracts or service agreements between you and TBITS.

3. Eligibility

By using our services, you confirm that you are legally capable of entering into binding contracts under UK law.

4. Client Obligations

You agree to:

- Provide accurate and complete information as required for service delivery.
- Cooperate with TBITS to facilitate timely and effective service provision.
- Comply with applicable laws and regulations in your use of the services.

5. Payment Terms

Payment terms, including fees, invoicing, and due dates, will be specified in the individual contract or order form. Costs for equipment/ expenses is not included in the price of any support package. All equipment/ expenses for project completion will be invoiced and added to the cost of the project. TBITS reserves the right to suspend

or terminate services if invoices are unfulfilled and/or overdue, in accordance with the TBITS Payments and Refunds Policy.

6. Intellectual Property

Unless otherwise agreed in writing, TBITS retains all intellectual property rights in materials, software, documentation, and deliverables created or provided during the course of service. You are granted a non-exclusive, non-transferable licence to use deliverables for the purposes intended.

7. Confidentiality

Both parties agree to keep confidential all proprietary or sensitive information disclosed during the engagement, in line with applicable UK confidentiality laws. This obligation remains in effect during and after termination of the contract.

8. Data Protection

TBITS complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data processed in connection with services will be handled according to the TBITS Privacy Policy.

Clients are responsible for their own data, and as such are required to back their own data up regularly, in accordance with GDPR (General Data Protection Regulations) legislation. TBITS cannot be held responsible for any losses incurred during a IT support subscription.

9. Liability

To the maximum extent permitted by law, TBITS excludes all liability for any indirect, incidental, consequential, or punitive damages arising from the provision of services. TBITS's total liability under or in connection with these Terms shall not exceed the total fees paid by you to TBITS for the relevant services.

10. Termination

Either party may terminate the service agreement by giving written notice as specified in the individual contract. Upon termination, any outstanding payments become immediately due.

11. Force Majeure

TBITS shall not be liable for any failure or delay in performance due to circumstances beyond reasonable control, including but not limited to acts of God, government actions, strikes, or pandemics.

12. Governing Law and Jurisdiction

These Terms and any contract between you and TBITS shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Changes to Terms

TBITS reserves the right to modify these Terms at any time. Updated Terms will be communicated to clients, and continued use of services constitutes acceptance of the updated Terms.

14. Contact Information

For any questions regarding these Terms, please contact:

Email: techbyte-itsolutions@outlook.com