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***[Insert Organisation Name and website address]***

**SaaS Terms and Conditions of Use - Business Customers Only**

Last updated *[Insert date]*

## **1. This Service**

The *[Insert service name]* (Service) is provided by *[Insert full company name]* (us, we) to you. Your use of this Service and any additional services introduced by us and contained within constitutes acceptance by you of these Terms & Conditions.

## **2. Eligibility**

You must be a minimum age of 18 to register on and use the Service. By registering and using the Service you warrant that you are 18 or older and understand your obligations under these Terms & Conditions.

## **3. Registration and Account Integrity**

**3.1** As part of the registration process you will need to create an account, including a username & password. It is your responsibility to ensure that the information you provide is accurate, not misleading and relates to you. You cannot create an account or username & password using the names and information of another person or using words that are the trademarks or the property of another party (including ours), or vulgar, obscene or in any other way inappropriate. We reserve the right with or without notice to suspend or terminate any account in breach.

**3.2** Where we provide an organisation with a number of user licenses for the Service these must be adhered to. User licenses cannot be shared between

users. A breach of this clause will result in termination of the abused accounts and/or all accounts provided to the organisation.

**3.3** If for any reason you suspect that your username & password has been disclosed to or obtained by another party you should contact us immediately. Please note that we never contact users requesting them to confirm their username & password or other details.

#### **4. Pricing, Plans and Features**

**4.1** We make every effort to ensure that the pricing displayed on our website is correct. However, if an error in the pricing of a product, service, subscription or plan is found we reserve the right to either cancel your order or contact you to arrange payment of any extra sum due or refund any over-payment made by you (as applicable).

**4.2** We reserve the right to alter all product, service subscription or plan pricing and features without notice.

#### **5. Payment and Credit Control**

**5.1** All services are billed monthly in advance.

**5.2** If you upgrade from a free or trial account you will be immediately charged for the necessary full account or accounts. Your monthly payment will be due from that date each month onwards.

**5.3** Where the Service has been paid for 12 months in advance, (where this option is offered by us) payment will be taken in full on each anniversary.

**5.4** It is a condition of use that a valid debit or credit card (or other valid payment method accepted by us) is provided at all times in order for your account or accounts to remain active.

**5.5** Where a payment request is made by us and is declined (for whatever reason) access to your account or accounts may be suspended immediately until such time as a valid payment has been processed and a valid payment method is added to your account or accounts.

**Sample document – the remaining are clause headings only  
Full document contains all clauses**

#### **6. Cancellation Rights, Defects and Refunds**

#### **7. Upgrading or Downgrading Accounts**

- 8. Trial and Offer Periods**
- 9. Technical Support**
- 10. Specific Service Rules**
- 11. Content Ownership**
- 12. Copyrighted Material**
- 13. Content Monitoring**
- 14. Termination**
- 15. Access and Backups**
- 16. Disclaimer**
- 17. Limitation of Liability**
- 18. Indemnity**
- 19. Privacy**
- 20. Severability**
- 21. Waiver**
- 22. Entire Terms & Conditions**
- 23. Jurisdiction**

***[Insert Organisation Name and website address]***  
**SaaS Terms and Conditions of Use - Consumers Only**

Last updated *[Insert date]*

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**21. Waiver**

**22. Entire Terms & Conditions**

**23. The Consumer Rights Act 2015**

**24. Your Statutory Rights**

**25. Jurisdiction**

*[Insert Organisation Name and website address]*  
**Website Privacy Policy**

- 1. Data Protection**
- 2. Our Services**
- 3. Data Protection Register**
- 4. Required Period**
- 5. Card & Payment Processing Data**
- 6. Backup & Data Storage**
- 7. Customer Requests**
- 8. Email Updates**
- 9. Our Promise**
- 10. Data Sharing With Partners**
- 11. Spam**
- 12. Product Updates**
- 13. Email Content**
- 14. Cookies**
- 15. Contact Us**

This policy was last updated on *[insert date]*

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