

Business Terms and Conditions

Effective revision: 22 October 2026. Business correspondence address above; confirm registered office against Companies House before publication.

1. Parties and application

These business-to-business terms apply to orders accepted by Be Tech Secure Ltd for IT support, cybersecurity, telecoms, software licensing, managed services and consultancy. They do not apply to consumers. An accepted order, statement of work or services schedule identifies the purchased services and commercial details.

2. Contract documents and precedence

Where a signed Master Services Agreement applies, its express order of precedence controls. Otherwise an accepted order takes precedence over these terms for expressly conflicting commercial details, followed by any relevant service schedule. Third-party licence terms govern the customer's use of vendor products, but do not automatically override our express service commitments.

3. Orders and changes

Quotations remain open for 30 days unless stated otherwise and are not binding until accepted by us. Changes in scope, user count, sites, licences or service levels require documented agreement and may affect charges and timescales.

4. Charges and payment

Prices exclude VAT unless stated. Invoices are payable within 14 days unless the order expressly states otherwise. We may charge statutory commercial late-payment interest and reasonable recovery costs where applicable. Disputed amounts must be notified promptly with reasons; undisputed amounts remain payable.

5. Subscription terms and renewals

The initial term and any renewal period are specified in the order. Unless the order provides otherwise, a 12-month subscription renews for successive 12-month periods unless either party gives at least 60 days' written notice before the current term ends. We will identify any non-cancellable third-party commitments before ordering where reasonably practicable.

6. Price changes

We may change renewal pricing on at least 60 days' written notice before renewal. Changes during a fixed term require an express contractual basis or agreement, except pass-through tax changes or clearly identified vendor price changes permitted in the order.

7. Service delivery and customer duties

We will exercise reasonable skill and care in performing our own services. The customer must provide timely access, accurate information, suitable connectivity, licences, backups, authorised contacts and lawful instructions, and remains responsible for business continuity and decisions based on recommendations unless expressly contracted otherwise.

8. Security and third-party products

No cybersecurity service guarantees prevention of every attack or uninterrupted availability. Third-party products remain subject to applicable vendor licences and warranties. We remain responsible for our own contracted implementation and managed-service obligations; vendor failures are allocated under the relevant agreement and applicable law.

9. Data protection and confidentiality

Each party shall comply with applicable UK data protection law. Where we process personal data on behalf of the customer, the parties must put in place an appropriate Article 28 data processing agreement, including subprocessors, security measures, incident notification, transfers, deletion and audit arrangements. Both parties must protect confidential information, subject to lawful disclosures.

10. Intellectual property

Pre-existing intellectual property remains with its owner. On payment of applicable charges, the customer receives a non-exclusive licence to use deliverables for its internal business purposes, subject to third-party rights and any agreed deliverable-specific terms.

11. Suspension and termination

After reasonable notice where practicable, we may suspend affected services for material non-payment or an immediate security or legal risk. Either party may terminate for material breach not remedied within 30 days after written notice, or relevant insolvency events. Accrued charges and committed non-cancellable third-party fees remain payable to the extent agreed and lawful.

12. Liability

Nothing limits liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any liability that cannot lawfully be limited. Subject to this and applicable reasonableness requirements, aggregate liability for claims arising in a contract year is limited to fees paid or payable for the affected services in the preceding 12 months. Neither party excludes liability for deliberate wrongdoing. Neither party is liable for indirect or consequential loss; treatment of direct data restoration costs, confidentiality and data protection claims should be confirmed in the signed MSA.

13. Exit assistance and disputes

On termination we will reasonably cooperate with transition and return of customer data subject to agreed fees, technical feasibility, lawful retention and third-party terms. Parties will first seek to resolve disputes through good-faith senior management discussions. English law applies and courts of England and Wales have exclusive jurisdiction.

14. Notices and contact

Formal notices must be sent to the notice addresses specified in the order or MSA. General enquiries: Be Tech Secure Ltd | Company No. 14972630 | 2nd Floor, Export House, 5 Henry Plaza, Victoria Way, Woking GU21 6QX | 01483 668400 | info@betechsecure.co.uk | www.betechsecure.co.uk