TERMS AND CONDITIONS

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# Quotations

Written confirmation of any quotation will be required from the client to MK Web before any work is commenced.

# Payment

Complete payment of invoices should be received within seven days of the invoice date. These terms can be discussed prior to a quotation being accepted but all payments are expected within a maximum of 14 days from the date of invoice issued. If full payment is not received within a maximum of 30 days, legal action will be taken to extract the funds.

An initial deposit of 50% will be requested before commencement of any project. For larger projects, further incremental payments may be requested. Final payment will be requested before the website goes live (for new websites) or after all the work quoted is fully complete (for existing websites). If the client decides not to go ahead with the work after the deposit has been made 50% of the deposit paid will be refunded within 7 days.

Any changes to the website after sign-off (go live) will be subject to an additional charge of

£35.00 per hour.

# Website Design & Development

No website design/build will be commenced until written confirmation of the quotation has been received and an initial deposit of 50% has been paid.

All websites can be previewed via a preview domain whilst in construction.

An initial working design prototype of the website home page will be shown to the client before the full website build is commenced. The initial design prototype will need to be signed off by the client before the full website build is commenced. If the client requests to change the design of the website after the design prototype has been signed off, an additional charge of £75.00 will be incurred.

MK Web are not liable for the quality or copyright of any content added to a website directly by the client. It is the client’s responsibility to check any copyright restrictions and the quality of the content prior to adding to the website.

An additional charge of £75.00 will be incurred for fixing any issues that result in plugins added directly by the client (unless the client has a support/maintenance contract with MK Web).

Basic on-site SEO will be provided as part of the website development; however, MK Web cannot be held accountable for the general visibility of the website on search engines. New websites may take several weeks to start to appear on search engines due to the time taken for search engines to find and index new websites.

GDPR regulations will be adhered to for every website, which includes adding a cookies policy, privacy policy and terms & conditions (where needed).

SSL certificates can be purchased as an additional add-on for the website to ensure all data transferred to and from the website is encrypted. For e-commerce websites and those dealing with sensitive data, an SSL certificate will be a requirement.

A ‘bespoke’ website refers to a website built without using a pre-build template.

Full payment for the website (and any associated hosting/domains) must be received before the website is put live.

Any changes to the website after sign-off (go live) will be subject to an additional charge of

£35.00 per hour.

# Website Hosting

Website hosting is provided by a third-party company called ICUK, based in Croydon, UK. Websites will be hosted on a shared hosting platform running a Linux operating system, with unlimited bandwidth and diskspace.

The full registered address of ICUK is shown below. ICUK Computing Services Limited

Suite 5, Metropolitan House 38-40 High Street

Croydon CR0 1YB

MK Web are not liable for any downtime or issues that result from problems at the hosting provider’s end. That being said, downtime is very rare, and the hosting company are always quick to rectify any issues that may occur from time-to-time.

MK Web will always provide prior notice of any scheduled maintenance that may occur on the hosting server from time-to-time. General maintenance will, where possible, always take place during quieter periods.

Website hosting includes up to five email accounts. It is the client’s responsibility to ensure these email accounts are correctly set-up and configured using the instructions/settings provided by MK Web. MK Web are not responsible for any technical issues with emails that occur outside the scope of the server they are hosted on.

MK Web do not provide daily back-ups of websites hosted with us unless this is part of the original agreement. Backups are taken regularly but these may be several weeks out of date.

No limits will be imposed for the diskspace, or bandwidth occupied by any website hosted with MK Web, however, clients are requested to be mindful when uploading media content to ensure files are not excessively large.

Domain registrations and website/email hosting packages are payable up-front on a yearly basis. The client will enter a contract with MK Web for the full annual term once payment has been received. The client will be given at least one month’s notice for any domain/hosting that is due for renewal. To change, transfer or allow a domain or hosting package to expire you must give MK Web written notice of one month before the date of renewal.

To transfer or cancel a domain or hosting before the renewal date, written notice of at least one month must be provided. No cancellation fees will be incurred but no refunds will be provided. An up-front transfer fee of £75.00 will be charged for any assistance required in transferring a website/domain registration to another provider.

Updates to websites hosted with MK Web, including any updates to plugins/WordPress are not included as part of the hosting service provided (unless otherwise agreed). A separate website maintenance package can be purchased for this purpose.

Domain registrations are subject to availability and are renewable after one year. All domain names will be registered using the client’s registered business address. Domain privacy can be actioned for an additional cost.

# Website and Hosting Support

MK Web aim to handle any support request within four hours, however, this may vary depending on workload and the nature of support required. Any support request submitted at the weekend, bank holidays or evenings (after 6.00pm) may take longer to be answered.

The general support hours for MK Web are between 9.00am and 6.00pm, Monday to Friday.

Any support requests should be sent to enquiries@mk-web.co.uk with the subject

‘Support’.

# Privacy Statement

MK Web is fully committed to respecting the privacy of our customers, suppliers and visitors to our website. To be fully transparent, this privacy statement sets out the type of personal information we may collect and hold and how it may be used.

Any personal information given to us will be treated with care and will be processed lawfully and fairly in accordance with the Data Protection Acts 1998 & 2003, and the General Data Protection Regulation May 2018 and the subsequent Data Protection Act. When you share your information with us, MK Web as the Data Controller is responsible for processing your data and keeping it secure. If you have any questions, please

email enquiries@mk-web.co.uk

# [Collecting, Processing and Sharing Personal Information](http://www.worldhorsewelfare.org/Privacy-Cookies-and-Ts--Cs#Collecting)

We only collect personal information that you have sent us, directly. We will only use your personal information to administer your account and to provide the services you have requested from us. However, we may contact you with details of offers relevant to your business and to discuss previous orders. If you do not wish to be contacted, please

email enquiries@mk-web.co.uk. We will not pass your details onto any other company or organisation without your consent. You have the opportunity to opt in or out of communications as per data protection regulations and can get in touch for further information, via email, to change how you hear from us or to change how your information is held. We will never publicly share your information with any other customer, supplier or any third party without your consent. We have a duty of care to ensure that the information we hold on you is accurate.

# Storing Data

Information held electronically is securely stored for as long as is necessary in line with data protection regulations before being archived or deleted as appropriate. Paper-based information is securely shredded after use. We do not monitor or record any incoming or outgoing phone calls.

# Financial Data

At no point do we store credit/debit card numbers, expiration dates, security codes or any other details relating to your banking accounts.

