



elmhurst
energy

Standard Terms and Conditions for Supply of Services



Elmhurst Energy
16 St Johns Business Park,
Lutterworth, Leicestershire, LE17 4HB
01455 883 250

1. SCOPE AND DEFINITIONS

- 1.1 These Terms and Conditions shall apply to all contracts for the supply of Services by the Supplier to the Customer and shall prevail over any other documentation or communication from the Customer.
- 1.2 Any variation to these Terms and Conditions shall not be applicable unless agreed in writing by the Supplier. Latest version available from our website:
www.elmhurstenergy.co.uk.
- 1.3 Nothing in these Terms and Conditions shall prejudice any condition or warranty, express or implied, or any legal remedy to which the Supplier may be entitled in relation to the Services, by virtue of any statute, law or regulation.
- 1.4 Nothing in these Terms and Conditions shall affect the Customer's statutory rights as a Consumer.
- 1.5 In this document the following words shall have the following meanings:
- **“Approvals”** means accreditation or certification of individuals or companies or products against defined Scheme requirements;
 - **“Authorised Person”** means the owner, landlord or occupier of the building that the data relates to.
 - **“Competitor”** means any person or entity that, directly or indirectly, provides or intends to provide products or services similar to the Services, operates or intends to operate in the same markets, or may reasonably be regarded as competing with the Group Companies business, platform, marketplace, technology or commercial offering, whether in whole or in part and whether alone or in association with others.
 - **“Consumer”** shall have the meaning ascribed in section 12 of the Unfair Contract Terms Act 1977 as amended by the Sale and Supply of Goods to Consumers Regulations 2002;
 - **“Customer”** means any person or company who purchases the Services from the Supplier;
 - **“Delegate”** means any individual who is receiving Training, whether or not that individual is also the Customer. Where the Training leads to an assessment of competence, then the individual shall remain a Delegate until the individual is awarded a certificate of competence by the Supplier or, in the event the individual fails to complete the Training, for a period of six months commencing from the first date of Training in accordance with clause 10.7 of these Terms and Conditions;
 - **“Group Companies”** is defined as the companies; Elmhurst Energy Systems Ltd, and Elmhurst Energy Services Ltd.
 - **“Member”** means a customer that is accredited by the supplier.
 - **“Proposal”** means the statement of work, accepted quotation, or other document or electronic communication describing the Services to be provided by the Supplier;
 - **“Scheme”** means a Service to recognise the competence of individuals or companies against a defined standard, e.g. EPBR, ESOS, airtightness testing and ventilation testing;
 - **“Service”** or **“Services”** means the Services specified in the Proposal;
 - **“Software”** means Software downloaded, accessed online or on mobile devices by the Customer under any agreement made pursuant to a Proposal on these Terms and Conditions;
 - **“Supplier”** means Elmhurst Energy Systems Limited of 16 St Johns Business Park, Lutterworth, Leicestershire, LE17 4HB and with the email address enquiries@elmhurstenergy.co.uk;
 - **“Terms and Conditions”** means the Terms and Conditions of supply set out in this document and any special Terms and Conditions set out in any Proposal or otherwise agreed in writing by the Supplier;

- **“Training”** means any Service which consists of or comprises of face-to-face and/or online Training;
- **“Writing”** means any form of written or typed communication, including emails;
- The expression **“the Act”** means the Companies Act 2006, but so that any reference in these Terms and Conditions to any provision of the Act shall be deemed to include a reference to any statutory modification or re-enactment of the provision for the time being in force.

2. THE ORDER

- 2.1 All Orders for Services shall be deemed to be acceptance and contractual agreement of the Proposal pursuant to these Terms and Conditions. The contract between the Supplier and the Customer shall come into effect when the Customer indicates its acceptance of these Terms and Conditions by signing the Proposal by any means, e.g. email, or by clicking the acceptance button online, or by making use of the Service.

3. PRICE AND PAYMENT

- 3.1 The price for the Services are subject to any applicable charges and only where stated in the Proposal are inclusive of VAT. Where the price is not stated as 'VAT inclusive' they will be subject to the addition of VAT at the prevailing rate.
- 3.2 Payment of the price shall be in the manner specified in the Proposal, payable 30 days from the date of invoice
- 3.3 The Supplier may increase prices at any time, giving one calendar months' notice of the increase.
- 3.4 If the Customer fails to make payment within 30 days of it becoming due, the Supplier shall be entitled to charge interest at the current base rate plus 2.00% per month on the outstanding amounts.
- 3.5 Failure to make payment on invoice(s) due after the 30 day Terms have lapsed will result in all outstanding balances becoming due & payable and, at the Supplier's discretion, cease the supply of all other Services.
- 3.6a Customers are responsible for securely storing their invoices and maintaining their own business records. The Supplier reserves the right to apply a fee for ad-hoc service requests. A minimum charge of £75, payable in advance, may apply. Such requests include, but are not limited to:
- Providing duplicate or reformatted information previously supplied (e.g., copy invoices or data extracts);
 - Processing submissions in non-standard formats (e.g., hard copy audit documentation);
 - Issuing physical items (e.g., identity cards or printed certificates).
- The Supplier may amend these charges from time to time and will notify the Customer of any applicable fees prior to fulfilling the request.
- 3.6b The Supplier will charge £50, for the following services:
- Repeated status change due to the customer not completing actions by the required timeframes set by the supplier, this may include - non provision of evidence for Audit

submissions, Code of conduct and administering a repeated status change of an individual's approval to facilitate relodgements of a certificate.

- 3.7 The Supplier may charge an agreed sum at renewal of Approvals where the Customer has not completed a stated minimum number of lodged Certificates in the preceding 12 months.
- 3.8 The Supplier reserves the right to recover costs from a Customer, where the Customer in dealing with a complaint, has failed to deal with it professionally, and/or has failed to follow the supplier's instructions. This will be dependent on the time spent by the supplier handling the complaint but will be set at a minimum of £75.
- 3.9 The Suppliers preferred payment method is Direct Debit. Should the Customer wish to pay by any other method, we reserve the right to levy a surcharge of 3%, or a minimum of £3 per invoice.
- 3.10 If the customer Direct Debit is unable to be collected, the supplier reserves the right to charge £25 admin fee for each occurrence.
- 3.11 If a Direct Debit is unable to be collected more than three times in a 12 month period, the supplier reserves the right to cancel this payment facility. The customer is then required to pay on a 30 day invoice to which a surcharge will apply.
- 3.12 If customer is due a refund, the amount returned to the customer will be the amount, less any invoices that are outstanding on their account when the refund is processed.
- 3.13 If a customer is assessed, at the Supplier's sole discretion, as having a poor credit history, the Supplier reserves the right to:
- Request a security deposit. The amount will vary based on the Customer's credit profile and usage, subject to a minimum of £50;
 - Adjust account conditions, which may include requiring the Customer to sign up for Direct Debit as a condition of maintaining an account with Elmhurst.

The Supplier will notify the Customer of any such requirements prior to implementation.

- 3.14 The Supplier reserves the right, at its sole discretion, to refuse or withdraw an account from any Customer with an unsatisfactory or poor credit history. This decision will be made entirely at the Supplier's discretion and may be based on previous payment performance or other relevant factors.
- 3.15 The Supplier reserves the right to apply an unsuspension charge where an account has been suspended due to non-compliance or breach of terms. If a customer regularly incurs unsuspension charges within a rolling 12-month period, the Supplier may, at its sole discretion, terminate the Customer's account.
- 3.16 A customer has the right to submit an appeal against audit feedback provided by the Supplier. The Supplier reserves the right to charge an administration fee should the customers appeal be deemed unsuccessful.

- 3.17 All payments must be made in GBP (Pounds Sterling). If payment is made in any other currency, the customer is responsible for all currency conversion and exchange charges. Please note that the Supplier must receive the full invoiced amount in GBP; any shortfall resulting from exchange rate fluctuations or bank charges will remain the customer's responsibility and must be settled promptly.
- 3.18 If a member has not processed any assessment activity with the Supplier for a continuous period of 12 months, their pricing will automatically revert to the standard prices listed on the Suppliers website.
- 3.19 Where an account is established as a corporate, group, or admin account and is linked to one or more individual members the corporate account holder shall be solely responsible for:
- a) the addition, removal, and ongoing management of all linked members; and
 - b) all charges, fees, and liabilities incurred by any linked member while they remain associated with the corporate account.

Charges incurred by linked members shall remain payable by the corporate account holder regardless of any change in employment, engagement, role, or contractual relationship of the individual member, unless and until the member is formally removed from the corporate account by the account holder.

The Supplier accepts no responsibility for monitoring employment status or organisational changes of linked members, and liability for all charges remains with the corporate account holder until such time as access is revoked.

4. SERVICES

- 4.1 The Supplier shall provide Services supporting, but not limited to, Training, Software, and Approvals.
- 4.2 The Supplier shall use commercially reasonable endeavors to make the Software available 24 hours a day, seven days a week, except for planned maintenance carried out at times notified to the Customer and unscheduled maintenance provided that the Supplier has used reasonable endeavors to give the Customer at least 5 hours' notice during normal business hours.
- 4.3 The Supplier will as part of the Services provide the Customer with the Supplier's standard Customer support during published office hours. Such support Services shall include technical advice and assistance to the Customer by telephone or email as may be reasonably necessary to assist the Customer in resolving any problems or requests for assistance which may arise. The Supplier shall be entitled to reclaim its reasonable costs and expenses in connection with any additional support provided to the Customer over and above that which is reasonably required to enable the Customer to submit an assessment.
- 4.4 Time for delivery shall not be of the essence of the contract and the Supplier shall not be liable for any loss, costs, damages, charges or expenses caused directly or indirectly by any delay in the performance of Services.
- 4.5 Services specified in the Proposal will be provided by the Supplier to the Customer within the terms specified in the Proposal.

- 4.6 The Supplier reserves the right to withdraw/cease any Service(s) where a Customer is in breach of their obligations.
- 4.7 Use of Supplier logo;
- The Supplier's 'company logo' and any associated software/product logos may not be used without the express written permission of the Supplier.
 - If permission is granted to use the 'company logo' or associated software/product logos, all usage must be in strict accordance with the Suppliers official brand guidelines, which will be made available once usage is granted.
 - The Logos must not be modified or altered in any way, and must not be used in any manner that could mislead, harm, or misrepresent The Supplier's brand.
 - The Supplier reserves the right to revoke permission to use the 'company logo' or any software/product logos at any time. This condition also extends to the use of an 'approved member logos' whereby a Customer is no longer recognised on the Supplier's Scheme (s). Failure to remove the Logos upon request may result in legal action.

5. OTHER PRODUCTS AND SERVICES

- 5.1 The Supplier operates as an introducer appointed representative of the Insurance Brokers. All insurance products supplied are underwritten by a regulated insurer, for which separate Terms and Conditions apply.
- 5.2 The Supplier may market other services offered by Group Companies that it believes may be appropriate to the customer.
- 5.3 The Supplier may resell products and hardware for which a 30 day warranty is applied; your Consumer rights are not affected.
- 5.4 The Supplier operates as an Introducer to Klarna Bank AB who offer credit products to Customers. Credit is only available to permanent UK residents aged 18 and over, depending on their status, separate [Terms and Conditions apply](#).

6. CUSTOMER'S OBLIGATIONS

- 6.1 To enable the Supplier to perform its obligations the Customer shall:
- co-operate with the Supplier;
 - provide the Supplier with any information reasonably required by the Supplier;
 - obtain all necessary permissions, licences and consents which may be required before the commencement of the Service(s), the cost of which shall be the sole responsibility of the Customer; and;
 - comply with the Elmhurst Energy [Code of Conduct](#)
 - comply with such other requirements as may be set out in the Proposal, or otherwise agreed between the parties, and all other legal obligations;
 - only use the supplied Service(s) for agreed business purposes;
 - only use the Service(s) within the bounds of normal/fair use. To enable this, the Service(s) will be monitored for volume, frequency and duplicity by the Supplier
 - take reasonable security precautions in connection with use of the Services to ensure data integrity is maintained.

- 6.2 For the provision of Service(s) by the Supplier, the Customer must provide the Supplier with a proper contact address (PO Box is not acceptable) and any contact details as required by the Supplier and agree to inform the Supplier immediately in writing of any changes.
- 6.3 Where the Software permits the Customer to allocate work to another accredited assessor, the Customer remain responsible for all the Supplier's charges.
- 6.4 The Latent Damages Act (1986) requires the Customer to retain evidence relating to assessments for no less than 15 years.
- 6.5 Where the Customer has used the Suppliers Software for storage of evidence the Customer shall retain a backup.
- 6.6 Customers are prohibited from using the Supplier's name or any close variations of it in email addresses, domain names, or any other online identifiers, unless expressly authorised by the Supplier. Unauthorised use may result in legal action or termination of services.
- 6.7 Customers are expected to conduct themselves respectfully and professionally and must not engage in any form of harassment, including but not limited to sexual harassment, toward employees, contractors, other customers, or any individuals associated with the supplier. This requirement reflects the supplier's commitment to maintaining a safe and professional environment.
- 6.8 Customers must comply with all applicable anti-harassment laws and regulations while interacting with the supplier or its representatives. Any violation of such laws may result in appropriate action, including but not limited to termination of service and legal consequences.
- 6.9 All material, including but not limited to, training, software, documents, reports and branding remains the intellectual property of the group companies. Customers must not copy, share, modify or reuse them without written permission from the group companies.
- 6.10 The Supplier reserves the right to require Customers wishing to gain approval for a scheme offered by the Supplier to provide evidence, satisfactory to the Supplier, of certified Continuing Professional Development (CPD), the number and type of which shall be determined by the Supplier at its sole discretion.
- 6.11 The Supplier reserves the right to remove/disconnect any Service(s) where a Customer is in breach of any of the above.

7. SUPPLIER'S OBLIGATIONS

- 7.1 The Supplier shall provide the Services with reasonable skill and care and to a reasonable standard in accordance with recognised standards and codes of practice.
- 7.2 The Supplier warrants that it has and will maintain all necessary licences, consents and permissions necessary for the performance of its obligations under any agreement made pursuant to these Terms and Conditions.
- 7.3 In the event that the Services do not conform to any warranty given by the Supplier, the Supplier will, at its expense, use all reasonable commercial endeavours to correct any such non-conformance promptly, or provide the Customer with an alternative means of obtaining a desirable performance. Notwithstanding the foregoing, the Supplier does not warrant that the Customer's use of the Services will be uninterrupted or error free or that the Services will meet the Customer's requirements.

- 7.4 The Supplier is not responsible for any delays, delivery failures or other loss or damage of data, resulting from the transfer failures of that data, caused by but not limited to issues with either public or private networks, hosted and client hardware failures.

8. CANCELLATION AND FAILURE TO PROVIDE SERVICES

- 8.1 Where Services do not comply with the Proposal, the Customer must notify the Supplier in writing within seven days.
- 8.2 Where the Supplier has had reasonable opportunity to remedy the situation but concludes that the Services did not comply with the Proposal, the Proposal may be cancelled by the Customer.
- 8.3 Where the Proposal has been cancelled, the Supplier will consider reasonable action, but refunds will not be made where:
- a) the Services being supplied comply with the contract; or
 - b) the Supplier has incurred expenditure to fulfil the order.

9. SOFTWARE

- 9.1 The Supplier hereby grants to the Customer a non-exclusive, non-transferable, non-refundable licence to use the Software for the duration of any agreement granted on these Terms and Conditions for the purposes of making use of the Services.
- 9.2 The Customer shall not: (a) copy or reproduce the Software; (b) merge the Software with any other Software; (c) translate, adapt, vary, or modify the Software; or (d) disassemble, decompile, or reverse engineer the Software, or otherwise attempt to derive the source code of the Software.
- 9.3 The Customer shall not attempt to make any part of the Software available to any third party, except as required by law and the Customer shall not use such Software for the benefit of any third party providing the business of computer consultancy.
- 9.4 The Software and all intellectual property rights of whatever nature in such Software shall remain the property of the Supplier.
- 9.5 The Supplier reserves the right to grant licences to use the Software to any other party or parties provided that any such licences do not affect the provision of any of the Services to the Customer under any agreement.
- 9.6 The Supplier shall ensure that there are regular scheduled backups of data stored within the Supplier's hosted Services environment.
- 9.7 The Supplier is not liable for the backup of data outside of the hosted environment and this remains the responsibility of the Customer.
- 9.8 The Supplier shall provide the Customer with login credentials to the Software. The Customer shall not share the credentials with any third parties and is wholly responsible for all activity on their account.
- 9.9 The Suppliers mobile applications are compatible with devices and operating systems that are currently supported by Apple (iOS) and Google (Android). The Supplier does not guarantee functionality on devices or versions that have reached end-of-life or are no longer supported by their manufacturer. The Customer is responsible for ensuring their device meets these requirements.

10. TRAINING

- 10.1 Seminars, Training, and other similar events are offered in good faith by the Supplier and are based on current standards. The Supplier cannot accept any responsibility for changes to legislation, technical methodology and practice that may take place after the event has passed.
- 10.2 Payment is to be made prior to the start of Training. Places at events will be reserved on receipt of the Customer's payment.
- 10.3 The Supplier will send an automated confirmation email for all courses booked and paid for. It is the Delegate's responsibility to notify the Supplier if this has not been received within 24 hours (the confirmation email may contain information that is required to attend the course, or vital pre-course material).
- 10.4 Delegates are responsible for providing their full legal name as it appears on their official identification prior to starting the course. If incorrect details are provided and this results in an reissuing of their certificate, any amendment or reissue will incur an administration fee, which will be payable by the delegate or purchaser before the corrected certificate is issued.
- 10.5 Any cancellations will be subject to a fee of 25% of the cost of the course, with a minimum of £25.00, to cover administration costs. If a delegate cancels within 48 hours, fails to attend or fails to complete the course the fee is non-refundable and non-transferable.
- 10.6 The Supplier reserves the right to cancel training without liability to delegates. In the event of a training cancellation or postponement, delegates will be offered the opportunity to attend the training on an alternative date or be given a full refund.
- 10.7 The Supplier will not be held liable or provide refunds where the Delegate has been unable to access part or all of online Training, as a result of interruptions to the Delegate's internet connectivity.
- 10.8 Where appropriate, the Supplier will register the Delegate with the relevant qualification body. The registration fee is non-refundable.
- 10.9 For all training that leads to an assessment of competence which extends beyond the course, Delegates have 6 months from the first day of the course to complete their assessment; Where a delegate fails to meet this timeframe, the Supplier reserves the right to charge an additional fee to process the assessment of competence.
- 10.10 Delegates must keep a copy of all evidence submitted to the Supplier for assessment. Requests for their return will incur a cost to cover postage and administration.
- 10.11 Elmhurst will endeavour to keep all Delegates informed of any additional requirements through appropriate channels such as regular email updates and/or the online training platforms.
- 10.12 If a Delegate is required to re-take or resubmit any part of an assessment, the Supplier reserves the right to charge additional fees.

- 10.13 Delegates are responsible for engaging with course content, completing assessments, and seeking clarification where needed. The Supplier does not guarantee individual outcomes, accreditation, or employment as a result of training.
- 10.14 All manuals, Training materials and associated forms are the copyright of the Supplier and reproduction or distribution of any of these materials in whole or part is forbidden without written consent of the Supplier.
- 10.15 Delegates wishing to attend an APEL (Accreditation of Prior Experiential Learning) course must have completed and submitted an "Application to be an Accredited Energy Assessor through the APEL Route" (AP53) form, at least seven working days before the start date of the course; this enables the Supplier to verify that their qualifications and experience meet the requirements of the course. If the form is not returned at least seven days before the course then the delegate may be unable to attend and a refund offered, less an administration fee.
- 10.16 Delegates will cover their own travel and accommodation expenses when attending courses; including travel to and from the training venue, and/or any other sites as part of the training course.
- 10.17 Delegates will comply with Health and Safety requirements when attending site.
- 10.18 Delegates will behave in a professional manner, be respectful of others and follow all reasonable instructions given by the Supplier and their contractors.
- 10.19 Delegates should promptly notify the Supplier of any concerns regarding the course or their training progress.
- 10.20 Delegates may be observed by the Supplier or their Contractor as part of the assessment criteria set down by the Awarding Body, or during a classroom observation for the Supplier's quality management system.
- 10.21 The Supplier is committed to supporting all delegates in achieving the learning outcomes a course. However, successful completion requires meeting certain knowledge, skills, and standards of performance. If, despite reasonable support and guidance provided by the Supplier, a delegate is unable to demonstrate the required competence or progress, we reserve the right to withdraw the delegate from the course.

In such circumstances:

- Any decision to discontinue participation will be made after fair assessment and communication with the delegate.
- Fees paid for the course are non-refundable unless otherwise agreed in writing.
- Any additional training, support, or resources beyond the standard course provision will be offered at the delegate's own cost and agreed in advance.
- We may, at our discretion, offer alternative training options, but this is not guaranteed.

- 10.22 The Supplier reserves the right to provide employers and/or third parties (e.g. Colleges) updates about a Delegate's attendance and progression through training, where the employer and/or third party has funded the course.
- 10.23 The Supplier reserves the right to close and archive a Delegates account on the request of the bill payer.
- 10.24 Training licenses of provided software cannot be used for commercial purposes.
- 10.25 Delegates are strictly prohibited from recording, photographing, or otherwise capturing any part of training, whether delivered in-person, remotely or on-demand, without prior written consent from the Supplier or the appointed trainer. Any unauthorised recording may result in removal from the course, forfeiture of fees, and potential legal action for breach of intellectual property rights.
- 10.26 All course materials, including but not limited to presentations, documents, videos, assessments, and any other content provided during training, are the intellectual property of the Supplier and are protected by copyright. Delegates are granted access to these materials solely for personal learning purposes. Copying, reproducing, distributing, or sharing any part of the course content in any form without prior written permission from the Supplier is strictly prohibited. Any unauthorised use may result in legal action and termination of access to the course without refund.
- 10.27 The Supplier reserves the right to request valid photo identification from delegates at any point before, during, or after the course to verify their identity and ensure accurate certification. Failure to provide requested identification may result in withdrawal from the course without refund or revocation of certification.

11. CONFIDENTIALITY

- 11.1 All correspondence received and business information acquired by the Supplier will be treated as confidential and will not be disclosed or supplied to any third party outside of the Supplier or partner companies as agreed in the Proposal. The duty of confidentiality by the Supplier to the Customer does not apply when the Supplier is required by law to provide information to the police, or other organisations empowered by statute, or regulations currently in force, or is required to fulfill its responsibilities as an Approval body.

12. DATA PROTECTION

- 12.1 All parties shall comply with their respective obligations under prevailing Data Protection legislation and no party shall engage in any act that puts the other party in breach of its obligations set out in this term. Nothing in any agreement made between parties shall be deemed to prevent any party from taking the steps it reasonably deems necessary to comply with Data Protection legislation.
- 12.2 The schemes that the Supplier operates give a lawful basis for processing personal data. The Supplier may be required to share the personal data with third parties as part of their legal obligation to comply with the EPBR, and for other legitimate interests. *Personal data may be listed on sites such as; UK Government register: <https://www.gov.uk/get-new-energy-certificate>, Scottish EPC Register: <https://www.scottishepcregister.org.uk/>,*

TrustMark: <https://www.trustmark.org.uk/homeowner> and The Elmhurst Website: <https://www.elmhurstenergy.co.uk/find-an-assessor/>

- 12.3 The parties acknowledge that the Customer alone shall determine the purpose and manner for which Personal Data is to be processed in connection with the Services, as defined in prevailing Data Protection legislation. The Customer shall be the Data Controller (as defined in data protection legislation) in respect of all Personal Data processed.
- 12.4 In the event that the Supplier processes Personal Data, sufficient technical and organisational measures shall be maintained by the Supplier in order to prevent unauthorised or unlawful processing of Personal Data and to prevent any loss, destruction or unauthorised disclosure of Personal Data, having regard to the nature of the Personal Data to be processed.
- 12.5 The Supplier shall in all respects provide reasonable assistance to the Customer as necessary to allow the Customer to comply with prevailing data protection legislation.
- 12.6 The Customer shall fully and effectively indemnify the Supplier against any loss, liability for costs incurred by the Supplier as a result of any breach of prevailing data protection legislation by the Customer.
- 12.7 The Supplier shall ensure that there are regular scheduled backups of assessment data stored within the Supplier's hosted Services environment. In the event any assessment data is lost or corrupted, the Supplier shall take all reasonable efforts to reconstruct the data in accordance with the Supplier's business resilience plan.
- 12.8 The Customer shall own all rights, title and interest to its data, inclusive of Personal Data, and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of such data.
- 12.9 The Customer shall take reasonable security precautions in connection with use of the Services to ensure data integrity is maintained.
- 12.10 The Supplier has a licence from the Post Office to use the Postcode Address File (PAF) in the software, for looking up address data, when creating assessment reports. Alternative arrangements exist for the production of Energy Performance Certificates and Display Energy Certificates. The customer can see the terms and conditions relating to the PAF function [here](#).
- 12.11 The Customer shall accept that data they collect under the EPBR is for the purpose of producing Energy Certificates and for no other purpose. The EPBR does permit the supplier or their members to share EPBR data with the "Authorised Person" or where the "Authorised Person" has given consent to a third party.
- 12.13 The Customer shall adhere to the Suppliers "Terms and Conditions" for sharing of EPC data ([TC08](#)).
- 12.14 The Supplier reserves the right to use the Customers personal data for direct marketing activities. The Customer must inform the Supplier should they wish to opt-out.
- 12.15 The Supplier acknowledges that the energy performance of buildings data collected under the EPBR (including data collected before lodgement) remains the intellectual

property of government. This includes the Unique Property Reference Number (UPRN) and Report Reference Number (RRN) generated by the Registers.

13. LIMITATION OF LIABILITY

- 13.1 Nothing in these Terms and Conditions shall exclude or limit the liability of the Supplier for death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors or for fraud or fraudulent misrepresentation.
- 13.2 The Supplier shall under no circumstances whatsoever be liable to the Customer, whether in contract, tort (inclusive of negligence), breach of statutory duty, misrepresentation or otherwise, for any loss of profit, loss of data or any indirect or consequential loss arising out of or in connection with the use or provision of the Services.
- 13.3 The Supplier gives no representation or warranty that the Services as used by the Customer or any calculation or assessment will achieve any particular result or level of accuracy and the Supplier shall not be liable for any consequence arising out of or in connection with the Customer's use of the Services.
- 13.4 The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from any of the Terms and Conditions.
- 13.5 The Supplier's total liability to the Customer in respect of all losses arising out of or in connection with the provision of the Services (whether in contract, tort (including negligence), breach of statutory duty, or otherwise) that are not excluded by these Terms and Conditions shall be limited (at the Supplier's election) to either re-performance of the Services or to a sum not exceeding the amounts paid by the Customer with respect to the subject matter of the relevant Proposal.
- 13.6 These limitation of liability Terms and Conditions shall survive termination or expiry of any contract for the supply of the Services.
- 13.7 For the avoidance of doubt, time shall not be of the essence and the Supplier shall incur no liability to the Customer in respect of any failure to complete the Services by any agreed completion date.

14. INDEMNITY

- 14.1 The Customer agrees to indemnify each of the Supplier, its officers, directors and employees, agents and subcontractors against:
- 14.1.1 the consequences of any use of the Services by the Customer;
 - 14.1.2 all claims by third parties and any other claim under common law or by statute arising out of any such use of the Services by the Customer;
 - 14.1.3 all damages, penalties, costs and expenses to which each or any of them may become liable as the result of any use of the Services which involves the infringement by the Customer of any intellectual property right of any third party.
- 14.2 The Customer accepts that notwithstanding the intended use of the Services including assessment and proposed certification, the Supplier does not know every purpose for which the Services are used or every circumstance under which results from the use of the Services are expected to be obtained or whether the persons using the Services are competent to do so or appropriately trained and accordingly in the light of these

considerations, the Customer accepts the provisions of the indemnity and limitation of liability terms herein as being reasonable ones.

- 14.3 The Supplier shall defend the Customer, its officers, directors and employees, agents and subcontractors, against any claim that the Services or the Software infringe any intellectual property rights of any third party and shall indemnify the Customer of any amounts awarded against the Customer in judgment or settlement of such claims provided that the Supplier is given prompt notice of such claim. In which the Customer provides reasonable co-operation to the Supplier in the defence or settlement of such claim at the Supplier's expense. The Supplier is given sole authority to defend or settle the claim and in no event shall the Supplier, its employees, directors, agents or subcontractors shall be liable to the Customer to the extent that the alleged or actual infringement is based on a modification of the Services by anyone other than the Supplier or the Customer's use of the Services in a manner contrary to the instructions given to the Customer by the Supplier or the Customer's use of the Services after notice of the alleged or actual infringement from the Supplier or any appropriate authority.

15. VARIATION

- 15.1 The Supplier may vary the Proposal (including price) at any time giving 30 days' notice. Customer acceptance may be in writing, or any action which indicates acceptance e.g. use of Service.
- 15.2 The Supplier is not liable for failing to give appropriate notice (in 15.1) where disbursements and charges are applied by a third party, e.g. Register fees.

16. TERMINATION

- 16.1 The Supplier shall have the right to terminate any agreement with the Customer forthwith on giving notice in writing to the Customer on the occurrence of any one or more of the following events:
- breach of the terms of any agreement within these Terms and Conditions by the Customer which the Customer is unable to remedy within 30 days of receipt of notice by the Supplier to do so;
 - acting in any manner which, in the reasonable opinion of the Supplier, brings or is likely to bring the Supplier or its reputation into disrepute.
 - if a petition is made for the Customer's insolvency or an insolvency order is made against the Customer or if the Customer makes any composition or arrangement with or for the benefit of creditors or makes any conveyance or assignment for the benefit of creditors;
 - where the Customer is a company; if any action is taken for or with a view to its winding up, or a petition is presented for an administration or a winding up order against it or such an order is made, or it becomes insolvent or unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, or an administrative receiver, receiver or manager of its undertaking is duly appointed by a creditor or by the court, or possession is taken of any of its property by an encumbrancer and in that event such termination shall not affect any rights which the Supplier may have against the Customer in consequence of the breach by the Customer;
 - if without reasonable cause the Customer withholds either an agreed interim or full payment to the Supplier in respect of this contract or any other contract between the two parties; or
 - if it is the Supplier's belief that the Services are being used with fraudulent or criminal intent.

- 16.2 The Supplier reserves the right to terminate any agreement where activity related to the Proposal ceases for any time in excess of 6 months.
- 16.3 Where the Supplier revokes the approval, the Customer must not use any accreditation certificates, licences, id cards or digital certificates, and where appropriate, they should be securely disposed of.

17. WAIVER

- 17.1 Failure by either party to enforce or exercise any rights granted under any agreement made on these Terms and Conditions shall not affect such party's rights or constitute a waiver or forfeiture of such rights.

18. THIRD PARTY RIGHTS

- 18.1 Any person who is not a party to any agreement made on these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of any agreement and to enforce any of these Terms and Conditions. This term does not affect any right or remedy of any person which exists or is available or otherwise pursuant to such Act.

19. FORCE MAJEURE

- 19.1 Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, pandemic, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

20. SEVERANCE

- 20.1 If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated.

21. ASSIGNMENT AND TRANSFER OF RIGHTS AND OBLIGATIONS

- 21.1 The Customer shall not be entitled to assign its rights or obligations under any contract with the Supplier without the prior written consent of the Supplier.
- 21.2 The Supplier may at any time in the fulfilment of its contract may, for reasons of either resource availability or the need for specialist skills, subcontract all or part of the contract to any other individuals or organisations, as it sees necessary.
- 21.3 The Supplier may novate, dispose of, sub-licence or otherwise transfer all of its rights and obligations to any third party.

22. CYBER SECURITY OBLIGATIONS

- 22.1 The Customer shall implement and maintain appropriate technical and organisational security measures to protect its systems, devices, login credentials, and data from unauthorised access, loss, corruption, or misuse. Such measures shall be consistent with recognised good industry practice and proportionate to the nature of the Customer's activities.
- 22.2 The Customer shall ensure that all individuals acting on its behalf, including Members, Delegates, employees, contractors, and any third parties, operate in a cyber-secure manner and follow appropriate security processes when accessing or using the Services.
- 22.3 As the Supplier is certified to Cyber Essentials Plus, the Customer shall take reasonable steps to ensure that its own cyber-security posture does not compromise the security, integrity, or availability of the Supplier's systems, data, or Services. This includes, but is not limited to:
- maintaining up-to-date operating systems and software;
 - using strong, unique passwords and multi-factor authentication where available;
 - ensuring devices used to access the Services are free from malware;
 - preventing unauthorised sharing of login credentials;
 - promptly installing security updates and patches.
- 22.4 The Customer shall notify the Supplier without undue delay if it becomes aware of any actual or suspected cyber incident, data breach, compromised account, or other security event that may affect the Supplier, the Services, or any data processed under these Terms and Conditions.
- 22.5 The Supplier reserves the right to suspend or restrict access to the Services where it reasonably believes that the Customer's cyber-security practices pose a risk to the Supplier's systems, data, or compliance obligations, including obligations under government approval or certification schemes.
- 22.6 The Customer shall indemnify the Supplier for any loss, damage, liability, or cost arising from the Customer's failure to comply with this clause, including any incident caused or contributed to by inadequate cyber-security controls, poor security practices, or failure to follow the Supplier's security guidance.

23. Conflicts of Interest and Competitive Use

- 23.1 A Customer must avoid any actual or potential conflict of interest with the Group Companies. A conflict of interest includes any situation in which the customer's interests, activities or relationships could reasonably be perceived to conflict with or adversely affect the legitimate commercial, operational or reputational interests of the group companies.
- 23.2 A Customer must promptly disclose in writing any actual or potential conflict of interest and co-operate in good faith with any reasonable measures required to assess or mitigate such conflict.

- 23.3 Where the Group Companies reasonably determine that a conflict of interest exists or is likely to arise and cannot be adequately managed, acting reasonably and without liability, exercise any of their rights under clause 23, including restricting access to products or services or terminating the Agreement with immediate effect by written notice.
- 23.4 A customer shall be treated as becoming a competitor from the date on which it commences competing activity or formally represents to the Group Companies that it intends to commence such competing activity.

Where a Customer is, or becomes, a Competitor, the Group Companies may acting reasonably at their sole discretion and without liability, take any of the following actions:

- a) offer, modify, restrict, withdraw or refuse access to any products or services;
- b) vary any applicable pricing, fees or charges on not less than 30 days' written notice, in which case the Customer may terminate the relevant agreement without penalty by written notice prior to the effective date of the variation (continued use after the effective date constituting acceptance of the variation);
- c) remove or restrict the Customer's visibility in searches, directories, listings or member results, apply labelling or ranking adjustments, or exclude the Customer from specific searches; and/or
- d) terminate this Agreement with immediate effect on written notice where continuation is no longer commercially or strategically appropriate, acting reasonably.

Nothing in these Terms obliges the Group Companies to continue providing any product, service, feature, access or benefit to any customer.

- 23.5 A Customer who is, or becomes, a Competitor has no right to use the Group Companies name, logo, trademarks, branding, or any "partner", "member" or similar designation, or to derive any marketing, endorsement or reputational benefit from any association with the Group companies. The customer must immediately cease and permanently remove all such use (including from websites, online platforms, social media and third party listings) upon becoming a Competitor or upon written notice from the Group Companies, whichever is earlier.
- 23.6 To the fullest extent permitted by law, the Group Companies shall not be liable for any loss or damage suffered by a Customer arising from or in connection with the exercise of its rights under this clause, including (without limitation) loss of business, revenue, profit, opportunity, goodwill or anticipated savings.
- Nothing in this clause limits or excludes liability which cannot lawfully be limited or excluded.
- 23.7 Nothing in this Agreement restricts lawful competition or prevents a Customer from carrying on business activities. This is without prejudice to the Group Companies rights to protect their legitimate commercial, operational and intellectual property interests.

24. NOTICES

- 24.1 Where a notice is to be given to any party hereto it may be served by leaving it at the registered office or last known address of that party. Otherwise it may be sent by first class letter post to the registered office or the last known address of that party, when it shall be deemed to have been served at the expiration of 48 hours after it has been posted.

25. GOVERNING LAW

- 25.1 These Terms and Conditions shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.