



TERMS & CONDITIONS FOR WEBSITE MAINTENANCE PACKAGES.

All customers will have read the full privacy policy and website terms of use before agreeing to work with A R Website Design. These can be found on the bottom of our website www.arwebsitedesign.co.uk

You will be required to fill in a contract that we have provided to you before work will commence. This contract will explain in full what to expect, what we expect of you and payment details.

Customers will provide the information for their Website updates including content and images (unless discussed otherwise). It is your responsibility to provide up to date information for your Website. A R Website Design will not take responsibility for any inaccuracies that have not been notified.

Sometimes we use developers to help with our work. You will be notified of any developer we use and directed to their own privacy policies. The passing of sensitive data may/will be necessary for them to perform the required actions for your work. All work performed will be held under legitimate interests meaning data is only ever used to perform the task required. If you have any concerns or questions, please direct them to Andrew Raynor on enquiries@arwebsitedesign.co.uk

For any hours of maintenance not used, there will be no refund for these. They are wiped monthly with a new month starting.

Each contract is on a 30 day rolling contract. To stop your package, please provide us with 30 days notice in writing. The contract will then expire on 1st of that month.

Payments must be made by a monthly standing order currently set to £30 per month.

You will receive 1 hour of work each month, this can be split into multiples but for any work exceeding the 1 hour limit, you will be notified of the estimated cost to complete.

We cannot be held responsible for anything out of our control such as hacking into the website, changes to content etc although we will rectify where possible as soon as we can. We are also not responsible for any issues with regards to hosting and website unavailability.

This package does not include any hosting or SSL certificate for your website. To discuss our options, please speak to us.

When providing testimonials to use within your amendments, in line with GDPR, please note that we are only able to upload the initials of your customers. It is **YOUR** responsibility to ensure your customers who are providing ones directly to you know that you will be displaying them in this way. By supplying them to us, you are admitting responsibility to this.

You will not be added to any mailing list without your consent.

More terms & conditions can be added by A R Website Design at any time should there be a need to. These will be updated on the website and therefore available for you to view there.

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This website is in continuous development and we reserve the right to permanently or temporarily alter content without notice. All information is subject to change without notice.