



## Terms and Conditions of Service

*Effective Date: 31 March 2026*

*Version 2.0*

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### 1. Introduction and About Us

Welcome to Ubrix. These Terms and Conditions ("Terms") govern your access to and use of the Ubrix platform, website (<https://ubrix.co.uk/>), associated mobile and web applications, APIs, and all related services (collectively, the "Services"). Please read these Terms carefully before using our Services.

By accessing or using our Services, you confirm that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you are accepting these Terms on behalf of a company or other legal entity, you represent that you have authority to bind that entity, and references to "you" in these Terms refer to that entity. If you do not accept these Terms, you must not use or access our Services.

Ubrix Ltd is a company registered in England and Wales:

- Company name: Ubrix Ltd
- Company number: 15136854
- Registered office: 4 McMillan Close, Saltwell Business Park, Gateshead, United Kingdom, NE9 5BF
- ICO registration number: ZB730543
- Email: [info@ubrix.co.uk](mailto:info@ubrix.co.uk)
- Website: <https://ubrix.co.uk/>

Ubrix Ltd is registered with the Information Commissioner's Office (ICO) and operates in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 2. Definitions

In these Terms, the following words and expressions have the meanings set out below:

"Agreement" means these Terms together with any applicable Order Form, Statement of Work, or Subscription Schedule entered into between the parties.

"Authorised Users" means the employees, contractors, and agents of the Customer who are authorised by the Customer to use the Services in accordance with these Terms.

"Customer" or "you" means the business entity or individual that has subscribed to or is accessing the Services.

"Customer Data" means all data, content, and information submitted to, stored in, or transmitted through the Services by the Customer or its Authorised Users.

"Documentation" means any user guides, technical specifications, help materials, and other supporting materials provided by Ubrix in connection with the Services.

"Intellectual Property Rights" means all patents, rights to inventions, utility models, copyright and related rights, trade marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill, rights to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including know-how and trade secrets), and any other intellectual property rights, in each case whether registered or unregistered.

"Personal Data" has the meaning given under the UK GDPR.

"Platform" means the Ubrix cloud-based SaaS application and associated infrastructure used to deliver the Services.

"Services" means the software-as-a-service platform and any associated implementation, onboarding, or support services provided by Ubrix as described in these Terms or any applicable Order Form.

"Subscription" means the Customer's subscription to access and use the Services for the Subscription Term.

"Subscription Fee" means the fee payable by the Customer for the Subscription, as set out in the applicable Order Form or as published on the Ubrix website from time to time.

"Subscription Term" means the period during which the Customer is entitled to access the Services, as set out in the applicable Order Form.

"Ubrix", "we", "us", or "our" means Ubrix Ltd.

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### 3. Changes to These Terms

We reserve the right to update, modify, or replace these Terms at any time. Where changes are material, we will provide you with at least 30 days' written notice by email or through a prominent notice within the Platform. For minor or non-material changes, we will post the updated Terms on this page and update the effective date.

Your continued use of the Services following notification of any changes constitutes your acceptance of the revised Terms. If you do not agree to the updated Terms, you must cease using the Services and notify us in writing. We strongly recommend that you review these Terms on a regular basis.

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## 4. Subscription, Licence, and Access

### 4.1 Licence Grant

Subject to your payment of the applicable Subscription Fees and compliance with these Terms, Ubrix grants you a limited, non-exclusive, non-transferable, non-sublicensable licence during the Subscription Term to access and use the Services solely for your internal business purposes in connection with managing residential housebuilding and development workflows.

### 4.2 Subscription Tiers

Ubrix offers the Services on a tiered subscription basis. Details of current pricing, features, and included Authorised Users for each tier are available at <https://ubrix.co.uk/> and may be updated from time to time. The features and limitations applicable to your Subscription will be as set out in your Order Form or confirmed in writing at the time of purchase.

### 4.3 Authorised Users

You are responsible for ensuring that only Authorised Users access the Services. You must not allow any third party to access the Services using your credentials. You may add additional Authorised Users in accordance with the terms of your Subscription tier or by agreeing to additional fees where applicable. Each Authorised User must have a unique login credential and you must not permit credential sharing.

### 4.4 Restrictions on Use

You agree not to, and shall not permit or enable any third party to:

- copy, modify, adapt, translate, reverse-engineer, decompile, disassemble, or create derivative works based on the Services or any part thereof;
- sublicense, resell, transfer, assign, or otherwise commercially exploit the Services without our prior written consent;
- access the Services for the purpose of building a competing product or service or copying its features or user interface;
- use the Services in any manner that could damage, disable, overburden, or impair our servers or networks, or interfere with any other party's use of the Services;
- use automated bots, scrapers, crawlers, or other automated means to access or extract data from the Services;
- circumvent or attempt to circumvent any security, access control, or authentication features of the Services;
- use the Services to transmit or store unlawful, defamatory, obscene, fraudulent, or otherwise objectionable content;
- remove, alter, or obscure any proprietary notices or branding within the Services.

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## 5. Fees, Payment, and Billing

### 5.1 Subscription Fees

You agree to pay the Subscription Fees applicable to your chosen tier, as set out in your Order Form or as notified to you in writing. Unless otherwise agreed, Subscription Fees are billed in advance on an annual or monthly basis as applicable.

### 5.2 Payment Terms

Payment is due within 14 days of the invoice date unless otherwise agreed in writing. We reserve the right to charge interest on overdue amounts at the rate of 8% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, accruing daily from the due date until the date of actual payment.

### 5.3 Price Changes

We may update our Subscription Fees at any time. Where a price increase applies to your existing Subscription, we will provide at least 60 days' written notice before the change takes effect. Your continued use of the Services after any price change constitutes acceptance of the new Fees. If you do not accept a price increase, you may terminate your Subscription in accordance with clause 15.

### 5.4 Taxes

All Subscription Fees are exclusive of VAT and any other applicable taxes, which will be charged in addition at the prevailing rate. You are responsible for all applicable taxes, duties, and levies associated with your use of the Services.

### 5.5 Disputed Invoices

If you dispute any invoice in good faith, you must notify us in writing within 10 business days of receipt, specifying the nature of the dispute. The parties shall use reasonable endeavours to resolve any billing dispute within 20 business days. Undisputed amounts remain due and payable by the original due date.

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## 6. Acceptable Use

You agree to use our Services only for lawful purposes and in compliance with all applicable laws, regulations, and these Terms. In addition to the restrictions in clause 4.4, you must not:

- violate any applicable local, national, or international laws or regulations;

- engage in any fraudulent, abusive, deceptive, or misleading activity;
- upload, transmit, or distribute malware, viruses, ransomware, spyware, or any other harmful or malicious code;
- attempt to gain unauthorised access to our systems, networks, Customer Data belonging to other customers, or any part of the Services not explicitly granted to you;
- use the Services to process data relating to individuals in a manner that breaches applicable data protection laws;
- impersonate any person or entity, or falsely represent your affiliation with any person or entity;
- collect or harvest data about other users of the Services without their explicit consent.

We reserve the right to investigate suspected violations of these Terms and to suspend or terminate your access to the Services where we have reasonable grounds to believe a violation has occurred. We may report any suspected unlawful activity to the relevant authorities.

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## 7. Intellectual Property Rights

### 7.1 Ubrix Intellectual Property

All Intellectual Property Rights in and to the Services, the Platform, and all Documentation, including all software, code, algorithms, databases, designs, interfaces, trademarks, logos, and content created by or on behalf of Ubrix, are owned by or licensed to Ubrix Ltd. Nothing in these Terms transfers any such rights to you. Your use of the Services does not grant you any rights in our Intellectual Property except as expressly set out in these Terms.

### 7.2 Customer Data

You retain all ownership rights in and to your Customer Data. By using the Services, you grant Ubrix a limited, non-exclusive, royalty-free licence to access, process, store, and use your Customer Data solely to the extent necessary to provide and maintain the Services, fulfil our obligations under these Terms, and as otherwise required by applicable law.

### 7.3 Feedback

If you provide us with any feedback, suggestions, or ideas relating to the Services ("Feedback"), you grant Ubrix a perpetual, irrevocable, royalty-free, worldwide licence to use, incorporate, and exploit such Feedback for any purpose without restriction or compensation to you.

### 7.4 IP Development by Subcontractors

All software development in connection with the Services is carried out under written agreements that assign all resulting Intellectual Property Rights to Ubrix Ltd. Third-party libraries and open-source components used in the Platform are reviewed to ensure compliance with applicable licensing terms.

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## 8. Data Protection and Privacy

### 8.1 Data Protection Compliance

Each party shall comply with all applicable data protection and privacy laws in connection with the processing of Personal Data under these Terms, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 8.2 Data Controller and Processor Roles

In the context of Customer Data that constitutes Personal Data, you act as the data controller and Ubrix acts as a data processor processing data on your behalf. Ubrix will only process such Personal Data in accordance with your documented instructions and as set out in our Data Processing Agreement, which forms part of these Terms and is available on request.

### 8.3 Privacy Policy

Ubrix's Privacy Policy sets out in full detail how we collect, use, store, and transfer personal information. Our Privacy Policy is available at <https://ubrix.co.uk/> and is incorporated into these Terms by reference. By using our Services, you confirm that you have read and understood our Privacy Policy.

### 8.4 ICO Registration

Ubrix Ltd is registered with the Information Commissioner's Office under registration number ZB730543. We are committed to handling all personal data in a lawful, fair, and transparent manner.

### 8.5 Data Security Measures

Ubrix implements and maintains appropriate technical and organisational security measures to protect Customer Data against unauthorised access, loss, destruction, or disclosure. These measures include, but are not limited to:

- hosting of all production systems and Customer Data on Microsoft Azure cloud infrastructure within the UK and/or EU;
- multi-factor authentication (MFA) enforced across all remote access, email accounts, cloud resources, and administrative systems;
- role-based access controls (RBAC) limiting data access to authorised personnel only;
- automated daily encrypted backups with geographically separated instances, at least one of which is immutable;
- data encrypted in transit and at rest;
- regular backup integrity testing and periodic security reviews;
- unique credentials required for all user accounts.

### 8.6 Data Breach Notification

In the event of a confirmed personal data breach affecting your Customer Data, Ubrix will notify you without undue delay and in any event within 72 hours of becoming aware, in accordance with applicable data protection legislation. We will provide you with sufficient information to enable you to meet your own notification obligations to the ICO and to affected data subjects where required.

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## 9. Security Standards and Cyber Essentials

### 9.1 Cyber Essentials Certification

Ubrix Ltd holds Cyber Essentials certification under the Cyber Essentials (Montpellier) scheme, covering the whole organisation. The certification was assessed and validated on 12 April 2025 and is due for renewal on 12 April 2026.

Certificate number: 726311be-0ee0-4009-a404-1d5ae226dcc1

Certificate registry: <https://registry.blockmarktech.com/certificates/726311be-0ee0-4009-a404-1d5ae226dcc1/>

This certification demonstrates implementation of the five key technical control areas required by the Cyber Essentials scheme: boundary firewalls and internet gateways, secure configuration, user access control, malware protection, and patch management. All in-scope devices, networks, and cloud services used in the delivery of the Ubrix platform have been assessed as compliant.

### 9.2 Security Practices

Our security programme includes:

- annual cyber security risk management assessments;
- comprehensive multi-factor authentication across all systems and accounts;
- endpoint protection and patch management procedures;

- secure software development practices and third-party component review;
- business continuity planning with cloud-based remote access capability;
- access to production and backup environments restricted to authorised personnel only.

### 9.3 Customer Security Responsibilities

You are responsible for the security of your own systems, devices, and networks used to access the Services. You must maintain the confidentiality of all login credentials for your Authorised Users and take all reasonable steps to prevent unauthorised access. You must promptly notify us at [info@ubrix.co.uk](mailto:info@ubrix.co.uk) if you become aware of or reasonably suspect any unauthorised access to your account or any security incident affecting your use of the Services.

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## 10. Insurance

Ubrix Ltd maintains a comprehensive suite of commercial insurance cover appropriate to our business activities and the nature of the Services. Our current insurance arrangements include:

- Professional Indemnity Insurance: limit of indemnity of GBP1,000,000, providing worldwide cover (excluding USA and Canada) in respect of claims arising from professional negligence, errors, or omissions in the provision of the Services. Arranged through Professional Indemnity Insurance Brokers Ltd, appointed representatives of Ten Insurance Services Ltd, authorised and regulated by the Financial Conduct Authority.
- Technology Errors and Omissions Insurance: limit of indemnity of GBP1,000,000, covering third-party claims arising from failures, errors, or omissions in our technology products and Services.
- Cyber Liability Insurance: limit of indemnity of GBP1,000,000, covering cyber incident response costs, data breach liability, business interruption arising from cyber events, and related regulatory costs.
- General (Public) Liability Insurance: limit of indemnity of GBP2,000,000, covering third-party bodily injury and property damage claims.
- Directors and Officers Liability Insurance: limit of indemnity of GBP100,000, providing cover in respect of claims made against the directors and officers of Ubrix Ltd.

Our insurance is arranged through CFC Underwriting Limited, which is authorised and regulated by the Financial Conduct Authority. Evidence of insurance cover is available to enterprise customers upon request and subject to reasonable confidentiality obligations.

The existence of insurance cover does not affect or modify the limitations of liability set out in clause 12 of these Terms.

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## 11. Confidentiality

### 11.1 Confidential Information

Each party (the "Receiving Party") may receive or have access to information of a confidential nature belonging to the other party (the "Disclosing Party") in connection with these Terms, including but not limited to technical data, trade secrets, business plans, pricing, Customer Data, and product roadmaps ("Confidential Information").

### 11.2 Obligations

Each Receiving Party agrees to: (a) hold all Confidential Information in strict confidence using at least the same degree of care it uses to protect its own confidential information, and in any event no less than reasonable care; (b) not disclose Confidential Information to any third party without the prior written consent of the Disclosing Party; and (c) use Confidential Information solely for the purpose of exercising its rights or performing its obligations under these Terms.

### 11.3 Exceptions

The obligations in clause 11.2 do not apply to information that: (a) is or becomes publicly available through no fault of the Receiving Party; (b) was already known to the Receiving Party prior to disclosure; (c) is independently developed by the Receiving Party without use of the Confidential Information; or (d) is required to be disclosed by applicable law, regulation, or court order, provided that the Receiving Party provides the Disclosing Party with prompt written notice (where legally permissible) and cooperates with any efforts to seek a protective order.

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## 12. Service Availability and Platform Modifications

### 12.1 Availability Commitment

Ubrix targets a platform availability of 99.5% measured on a monthly basis, excluding planned maintenance windows and circumstances beyond our reasonable control. We will use commercially reasonable efforts to provide advance notice of planned maintenance that is likely to affect service availability for more than 30 minutes.

### 12.2 Exclusions

Our availability commitment does not apply to service interruptions caused by: (a) factors outside our reasonable control, including internet outages, force majeure events, or the acts or omissions of third-party providers; (b) actions or omissions of the Customer or its Authorised Users; (c) the Customer's own hardware, software, or network infrastructure; or (d) scheduled maintenance notified in advance.

### 12.3 Platform Modifications

Ubrix reserves the right to update, modify, enhance, or discontinue any features or functionality of the Services at any time. Where a change is material and may adversely affect your use of the Services, we will provide at least 30 days' written notice. We will use reasonable endeavours to ensure that any modifications do not materially degrade the core functionality of the Services during the Subscription Term.

### 12.4 Business Continuity

Ubrix maintains a business continuity plan. The Platform is operated on cloud-based infrastructure with remote access capability, automated backups, and geographic redundancy. In the event of a service disruption, key systems can be accessed remotely and operations are not dependent upon any single physical location.

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## 13. Liability, Warranties, and Indemnities

### 13.1 Ubrix Warranties

Ubrix warrants that: (a) the Services will be provided with reasonable skill and care and substantially in accordance with the Documentation; (b) it has the right to grant the licences set out in these Terms; and (c) the Services will not knowingly infringe the Intellectual Property Rights of any third party.

### 13.2 Customer Warranties

You warrant that: (a) you have the authority to enter into these Terms; (b) your use of the Services and your Customer Data will comply with all applicable laws and regulations; and (c) your Customer Data does not infringe the rights of any third party and does not contain unlawful content.

### 13.3 Disclaimer of Warranties

Except as expressly set out in these Terms, the Services are provided "as is" and Ubrix makes no representations or warranties, express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Ubrix does not warrant that the Services will be uninterrupted, error-free, or that any defects will be corrected within any particular timeframe.

### 13.4 Limitation of Liability

To the maximum extent permitted by applicable law, Ubrix's total aggregate liability to you under or in connection with these Terms, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the greater of: (a) the total Subscription Fees paid or payable by you in the 12-month period immediately preceding the event giving rise to the claim; or (b) GBP5,000.

### 13.5 Exclusion of Consequential Loss

In no event shall either party be liable to the other for any: (a) loss of profits, revenue, or business; (b) loss of anticipated savings; (c) loss of data or information; (d) loss of goodwill or reputation; (e) indirect, special, incidental, or punitive damages; or (f) any consequential or economic loss of any nature, howsoever arising, whether or not such loss was foreseeable or whether a party had been advised of the possibility of such loss.

### 13.6 Exceptions to Limitations

Nothing in these Terms shall limit or exclude either party's liability for: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; (c) any other liability that cannot be excluded or limited by applicable law.

### 13.7 Customer Indemnity

You agree to indemnify, defend, and hold harmless Ubrix, its officers, directors, employees, and agents from and against any claims, losses, damages, costs, and expenses (including reasonable legal fees) arising out of or in connection with: (a) your breach of these Terms; (b) your use or misuse of the Services in violation of applicable law; or (c) any Customer Data infringing the rights of a third party.

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## 14. Third-Party Services, Links, and Subcontractors

### 14.1 Third-Party Links

The Services or our website may contain links to third-party websites, applications, or services. Such links are provided for convenience only and do not represent any endorsement by Ubrix of the content, products, or practices of those third parties. We have no responsibility or liability for the content, privacy policies, or practices of any third-party websites. Your use of any third-party service is entirely at your own risk and subject to the applicable third party's terms and conditions.

### 14.2 Third-Party Integrations

The Services may integrate with or depend upon third-party platforms, APIs, or services (including cloud infrastructure providers). Ubrix takes reasonable steps to ensure the reliability and security of any third-party components used in the delivery of the Services, but shall not be liable for any failure, disruption, or degradation caused by a third-party service provider that is outside our reasonable control.

### 14.3 Subcontractors

Ubrix may engage subcontractors in connection with the delivery of the Services. Where we do so, we take reasonable steps to ensure that any such subcontractors are bound by appropriate confidentiality, data protection, and security obligations consistent with these Terms. Ubrix requires subcontractors engaged on development or technology work to hold appropriate professional indemnity and general liability insurance. The engagement of subcontractors does not affect our obligations to you under these Terms.

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## 15. Term and Termination

### 15.1 Term

These Terms commence on the date you first access the Services or sign an Order Form (whichever is earlier) and continue for the duration of your Subscription Term, unless earlier terminated in accordance with these Terms.

## 15.2 Termination for Convenience

Either party may terminate the Subscription at the end of the then-current Subscription Term by providing at least 30 days' written notice prior to the renewal date, unless a different notice period is set out in your Order Form. Early termination outside of a notice period may be subject to applicable early termination fees.

## 15.3 Termination for Cause

Either party may terminate these Terms immediately upon written notice if the other party: (a) commits a material breach of these Terms which is not capable of remedy, or which is capable of remedy but has not been remedied within 30 days of written notice; (b) becomes insolvent, enters administration, or makes an arrangement with creditors; or (c) ceases or threatens to cease to carry on business.

## 15.4 Termination by Ubrix

Without prejudice to clause 15.3, Ubrix may suspend or terminate your access to the Services immediately if: (a) we have reasonable grounds to believe you have materially breached clause 4.4 or clause 6; (b) you fail to pay any undisputed amounts that are overdue by more than 30 days following written notice; or (c) your use of the Services poses a security risk or legal or regulatory exposure to Ubrix or other customers.

## 15.5 Effect of Termination

Upon termination or expiry of these Terms: (a) all licences granted to you will immediately cease; (b) you must promptly cease using the Services and delete any copies of Documentation or other Ubrix materials in your possession; (c) Ubrix will retain your Customer Data for a period of 30 days following termination, during which time you may request an export of your data in a machine-readable format. After this period, your Customer Data will be securely deleted unless Ubrix is required to retain it by law.

## 15.6 Survival

Clauses 7 (Intellectual Property Rights), 8 (Data Protection), 11 (Confidentiality), 13 (Liability), 16 (Governing Law), and any other provisions that by their nature should survive termination, shall continue in force following termination or expiry of these Terms.

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## 16. User Accounts and Security

If you create an account with Ubrix, you are solely responsible for: (a) maintaining the confidentiality and security of your account credentials; (b) all activities that occur under your account; and (c) ensuring that your Authorised Users comply with these Terms.

You must notify us immediately by email to [info@ubrix.co.uk](mailto:info@ubrix.co.uk) if you become aware of any actual or suspected unauthorised access to your account, disclosure of your credentials, or any other security breach. Ubrix shall not be liable for any loss or damage arising from your failure to safeguard your account credentials or to notify us promptly of any security incident.

We reserve the right to disable any user account at any time where we reasonably believe that account security has been compromised or these Terms have been breached.

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## 17. Complaints and Dispute Resolution

### 17.1 Complaints Procedure

We take all complaints seriously and are committed to resolving concerns promptly and fairly. If you have a complaint about the Services, please contact us in the first instance by emailing [info@ubrix.co.uk](mailto:info@ubrix.co.uk)

with full details of your concern. We will acknowledge your complaint within 2 business days and aim to provide a full response within 10 business days.

## 17.2 Escalation

If you are not satisfied with our initial response, you may request escalation to a senior member of our management team. We will aim to provide a final resolution within a further 10 business days of escalation.

## 17.3 Alternative Dispute Resolution

If a dispute cannot be resolved through our complaints process, the parties shall attempt in good faith to resolve the dispute through negotiation. If negotiation is unsuccessful, either party may pursue resolution through the courts in accordance with clause 18.

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## 18. Governing Law and Jurisdiction

These Terms and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales. Each party irrevocably submits to the exclusive jurisdiction of the courts of England and Wales to settle any dispute or claim arising out of or in connection with these Terms.

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## 19. General Provisions

### 19.1 Entire Agreement

These Terms, together with any applicable Order Form and the Privacy Policy, constitute the entire agreement between you and Ubrix in relation to the subject matter hereof and supersede all prior agreements, representations, and understandings between the parties relating to the Services.

### 19.2 Variation

No variation to these Terms shall be effective unless made in accordance with clause 3, or agreed in writing and signed by an authorised representative of each party.

### 19.3 Waiver

No failure or delay by either party in exercising any right under these Terms shall operate as a waiver of that right. A single or partial exercise of any right does not preclude any further or other exercise of that right or the exercise of any other right.

### 19.4 Severability

If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision shall be modified to the minimum extent necessary to make it enforceable, or if not capable of modification, severed, and the remaining provisions shall continue in full force and effect.

### 19.5 Assignment

You may not assign, transfer, or subcontract any of your rights or obligations under these Terms without the prior written consent of Ubrix. Ubrix may assign its rights and obligations under these Terms to any group company or in connection with a merger, acquisition, or sale of all or substantially all of its assets, provided it gives you written notice of such assignment.

### 19.6 Force Majeure

Neither party shall be in breach of these Terms or liable for any delay in performing or failure to perform its obligations if that delay or failure results from events, circumstances, or causes beyond its reasonable control, including but not limited to acts of God, pandemics, government action, flood, fire,

earthquake, civil unrest, terrorist activity, industrial disputes, failure of telecommunications or internet services, or the acts or omissions of third-party providers. The affected party shall promptly notify the other and use reasonable endeavours to mitigate the impact of the force majeure event.

### **19.7 Notices**

Any notice given under these Terms must be in writing and delivered by email (with confirmation of receipt) or by first class post to the addresses set out in these Terms or as otherwise notified by either party in writing. Notices sent by email shall be deemed received on the date sent (unless a delivery failure notification is received). Notices sent by post shall be deemed received three business days after posting.

### **19.8 No Partnership or Agency**

Nothing in these Terms creates or implies any partnership, joint venture, agency, franchise, or employment relationship between the parties. Neither party has authority to bind the other in any way.

### **19.9 Rights of Third Parties**

These Terms do not confer any rights on any third party pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise.

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## **20. Contact Information**

If you have any questions, concerns, or requests relating to these Terms, our Services, or your data, please contact us at:

### **Ubrix Ltd**

4 McMillan Close, Saltwell Business Park, Gateshead, United Kingdom, NE9 5BF

Email: [info@ubrix.co.uk](mailto:info@ubrix.co.uk)

Website: <https://ubrix.co.uk/>

Company number: 15136854

ICO registration: ZB730543

For data protection and privacy enquiries, please mark your communication "For the attention of: Data Protection" and send to the address or email above.