



## Website Hosting Agreement

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Online Designs UK St Neots Ltd. Registered address Tythe Farm, Staploe Road, Wyboston, MK44 3AT

Registered in England & Wales. Company Number: 12637442

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### 1. Website and Email Hosting

Hosting is providing the server location of your website and making it available on the internet. This is a cost which we pay the owner of the server, and we charge our customers accordingly. Our hosting providers are safe, secure and GDPR compliant, and any data stored on your website is protected.

#### Uptime and Downtime

Our servers boast a 99.9% uptime however your website may experience infrequent periods of unavailability. You can check service status by visiting <https://status.onlinedesigns.uk> and referring to your relevant service. Any downtime is caused by the server providers and are not our responsibility. We will endeavour to investigate any faults quickly if you inform us of them. We offer a maintenance plan which will allow us to actively monitor your site and fix issues without you informing us of them.

#### If you have access

If you have access to your website, you agree that you will not upload, post, link to or transmit:

- any material which is unlawful, threatening, abusive, malicious, defamatory, obscene, pornographic, blasphemous, profane or otherwise objectionable in any way.
- any material containing a virus or other hostile computer program.
- any material which constitutes, or encourages the commission of, a criminal offence or which infringes any patent, trade mark, design right, copyright or any other intellectual property right or similar rights of any person which may subsist under the laws of any jurisdiction.

We reserve the right to remove any material which we deem inappropriate from your website without notice to you. If you have Contributor access to your website, you shall keep secure any identification, password and other confidential information relating to your account and shall notify us immediately of any known or suspected unauthorised use of your account or breach of security, including but not limited to loss, theft or unauthorised disclosure of your password or other security information.

## **GDPR**

We can assist in making you aware of the required GDPR policies, however it is not our responsibility to ensure your website is compliant. The platform itself is complaint, but you also need to ensure that your business, necessary documentation, and the way you store your business information is also complaint. You shall procure that all mail is sent in accordance with applicable legislation (including data protection legislation) and in a secure manner. While we will use every reasonable endeavour to ensure the integrity and security of the server, we do not guarantee that the server will be free from unauthorised users or hackers and we shall be under no liability for non-receipt or mis-routing of email or for any other failure of email.

## **Email Hosting**

Email hosting is providing you with access to custom email addresses. Our email hosting providers are safe, secure and GDPR complaint too. We are Microsoft 365 Resellers, and for more information about Microsoft 365 and its security please visit Microsoft's website.

Before we became a Microsoft Reseller, we used a different email hosting provider which we are encouraging all our customers to transfer from to Microsoft. If this has not happened yet, or you choose to remain with the current hosting company, your emails are still safe, secure and GDPR compliant however Microsoft offer a much higher level of all of these features and we cannot take responsibility for any security or service deficiency with the previous provider.

## **2. Domain Name Management**

This is management and registration of your chosen domain name(s) which you'd like your website to be found at. For example, our Domain Name is onlinedesigns.uk. We will ensure your domain is registered and that your contact details are correct. You will be the named Registrant, however for administrative purposes our email address will be used as the Registrant Email Address. We will also generally be named as Technical, Billing and Administrative contacts for administrative purposes. Our token management fee allows us to manage the domain(s) on your behalf, ensuring seamless renewal and stable connection to your website. Until you have had written confirmation from us that your requested Domain Name has been registered, do not assume it is capable of being registered, for example printing it on literature as your domain name might already be taken and we may have to suggest an alternative. Any action taken by you before such confirmation is at your risk.

If you cancel your website hosting at any point, you may be subject to outstanding domain name registration costs. Please see the Cancellation section below.

### **If you have ownership of your own Domain Name**

Sometimes customers choose to register and retain control of their Domain Name. This is usually due to the misconception that it is a lower price or more secure, or that they have been told previously to keep control of their Domain Names. If you are in control of your domain name, and this leads to a fault or disconnection to your website, you are responsible for rectifying this. We

advise you to transfer your domain names to us to manage. We regularly experience issues with websites where the customer has failed to renew their Domain Name or fulfil their legal obligations with their provider. We cannot fix these issues unless they are under our management.

If you have chosen to keep control of your own domain name, you will be asked to sign below additionally to the overall agreement. By signing this box, you agree that you are completely responsible for domain names not registered with us, and that you are capable of fixing all issues that may arise and are aware of the legal obligations in having a Domain Name registered.

Signed:  Print Full Name

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### 3. Hosting Renewals & Payments

Your website hosting will renew on an annual basis regardless of whether you are paying us monthly or yearly. We will always automatically renew your website hosting to ensure there is no loss of service to your website or business. We pay for your hosting upfront for the next year automatically, and then charge you to recover our costs. Therefore, once it is renewed, it cannot be cancelled, and our invoices will need to be settled regardless of website status. Please see Cancellations Section for more information. If you have signed our Direct Debit agreement, we reserve the right to automatically take payment for any overdue invoices.

#### Annual Payments

If you are paying annually, you will be sent a 7 day invoice and payment will be due which covers your hosting package for the next year. This will happen every year unless we hear otherwise. If costs change, we will always inform you before your website renews, but otherwise you may not hear from us and your website will continue to renew automatically, and you will receive an invoice accordingly. If you fail to pay your invoice, we will attempt to get hold of you and if we do not hear from you we may choose to disconnect your website. Your invoice will always still be payable as we need to recover our costs.

#### Monthly Payments

You may have been offered monthly payments for your website hosting, email hosting and domain name charges as a package (along with a small interest fee). This will be taken monthly via Direct Debit through GoCardless and we will show on your bank statement as GoCardless. If you cancel your direct debit we will attempt to get hold of you and if we do not hear from you we may choose to disconnect your website. We will send you a balance for your invoice which will always still be payable as we need to recover our costs.

## 4. Cancellations

### **Cancelling your next renewal and keeping services active until then**

If you want to cancel your website so it does not renew, we must have at least 5 working days' notice to action this. If you request to cancel too late, the website will have already renewed, we will have paid your next years hosting, so your hosting invoice for the next renewal period will be payable either way. Please see the Fees section below. It is up to you to monitor when your renewal is due as we may not be in touch unless there is a change of price. We do not accept responsibility for you not knowing when your renewal dates are and you agree to pay any invoices for hosting where a cancellation request was made too late. You can cancel via email to [hello@onlinedesigns.uk](mailto:hello@onlinedesigns.uk) and we will confirm receipt. *If we do not confirm receipt of your cancellation request, it may still renew as we may not have received the email request and your invoice will be payable.*

### **Cancelling mid-contract and stopping/transferring services immediately**

You may cancel your hosting at any time and request for services to be stopped or transferred immediately or at a pre-determined date. At the point of renewal you agreed to pay for a year so this agreement will remain in place until your renewal date. If you paid annually at the beginning of the renewal period, no more payment is required. If you are paying monthly you will need to continue your monthly payments until the renewal date regardless of the website status. You can cancel via email to [hello@onlinedesigns.uk](mailto:hello@onlinedesigns.uk) and we will confirm receipt. *If we do not confirm receipt of your cancellation request, it may still renew as we may not have received the email request and your invoice will be payable.*

### **Fees**

Cancelling your next renewal: If you turn off your renewal, and your services do not stop until your next renewal date, there are no fees.

Cancelling mid-contract and stopping services: If you choose to have your services stopped or transferred mid-contract, you will pay for any remaining hosting and domain name management that are due until your agreed renewal date.

Cancelling your next renewal with less than 5 working days' notice: Full next year to pay.

Your domain name registration may renew at a different time of year to your website hosting or other services. We invoice you as a package, but this does not mean that we have not already paid upfront for your domain name renewal on your behalf. In this instance, we will ask you to pay for your domain name(s) registration fee and a percentage of our management fee for the year. Don't worry, you're not losing your money - if you are transferring your domain to another provider, they will receive the time balance we've paid for.

## 5. Transfer to another provider

### **Transferring Website Hosting**

If you wish to transfer your website hosting to another provider, this is not a problem. The platform that we build our websites on does not allow you to host your website on any other service than the builder itself. You cannot move the website, files or hosting to another server or provider. We can transfer your services to another web design company, however they must take the website as it is on the platform and using the platforms hosting service. We are happy to communicate with your

new company and answer any queries they may have, they can contact us by emailing [hello@onlinedesigns.uk](mailto:hello@onlinedesigns.uk). As explained in the Hosting Renewals & Payments section, we pay upfront annually for your website hosting and cannot recover the cost (even if you move your website away from us) so our yearly agreement will stay in place until the end of our renewal period. If you would like to end our agreement early, we can send you a balance invoice to clear your account and this would terminate this agreement early. See Fees section in Cancellations for more info.

### **Transferring Email Hosting**

If you wish to transfer your email hosting to another provider, this is not a problem. If you have Microsoft 365 accounts with us, you will need to find a new reseller who can take over your tenant account and manage your email administration for you. If you are using our older email provider, you will need to setup a new email service with a new provider and manually migrate your data over. We are happy to communicate with your new company and answer any queries they may have, they can contact us by emailing [hello@onlinedesigns.uk](mailto:hello@onlinedesigns.uk). We pay upfront for your email hosting and cannot recover the cost (even if you move your emails away from us) so our agreement will stay in place until the end of our renewal period. If you would like to end our agreement early, we can send you a balance invoice to clear your account and this would terminate this agreement early.

### **Transferring Domain Name Registration**

If you wish to transfer your domain name registration to another provider, this is not a problem. Ask your new provider to initiate a transfer and we will work with them to. We are happy to communicate with your new company and answer any queries they may have - they can contact us by emailing [hello@onlinedesigns.uk](mailto:hello@onlinedesigns.uk). We pay upfront for your domain name registration and cannot recover the cost (even if you move your domain name away from us) so our agreement will stay in place until the end of our renewal period. Your domain name renewal balance will transfer along with the domain name. If you would like to end our agreement early, we can send you a balance invoice to clear your account and this would terminate this agreement early. See Fees section in Cancellations for more info.

## **6. What happens if we stop trading?**

### **Ceasing to trade / forced closure**

In the event that Online Designs UK St Neots Limited are no longer trading, we will transfer ownership of your domain name to you or someone within your company. If we decide to or are forced to stop trading, we will ensure all our customer's services are transferred to new providers or to the customer themselves. We will write to you to inform you that this is happening, and give you options of how you can move forward.

### **Contingency in the event of deaths**

We are a 2-person business so we would hope that there will always be one of us available to continue trading or go through the ceasing to trade route outlined above. In the event of both directors' deaths, we have a Contingency policy in place with a local third party who will take over our customers under a different company's management. In the event this does not happen, we have another trusted, local third party who will action a plan outlined by us to (where possible) transfer all our customer's services to either their new chosen provider or to customers themselves, along with instructions of what to do next. This person is under no legal obligation to carry out these

instructions, is a family member and is in no way associated with the company. They will try their best to move your services, however due to the complexity of the systems in place we cannot guarantee that your services and data will be safe in this instance. You should always, regularly backup your email accounts internally. Please consider this contract VOID if you receive notification of our deaths. As outlined in the Domain Name Registration section above, you are the named Registrant of your domain name and should have no issues taking control of your domain name which is with GoDaddy. You will receive instructions of how to do this from our third party.

## Signatures

By signing this document, you acknowledge that you are entering into an agreement on behalf of your business with Online Designs UK St Neots Ltd and you are legally obliged to follow its terms, as are we. We may revise this agreement at any time, and the latest version of this agreement will always be visible at [www.onlinedesigns.uk/hosting-agreement](http://www.onlinedesigns.uk/hosting-agreement) along with all previous versions of this document. By signing this document, you agree that this document will be replaced with that latest version when they are released and published at [www.onlinedesigns.uk/hosting-agreement](http://www.onlinedesigns.uk/hosting-agreement)

Signed:	Company Name	Date:
	Print Full Name	
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Signed: Online Designs UK St Neots Ltd

Shaun Prince

Date:

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