

Definitions - In these Conditions, the following Terms apply

Business Day: a day (other than a Saturday, Sunday or a public holiday) when banks in London are open for business.

Business Hours: 9.00 to 17:00 during a Business Day.

Charges: The sums payable by the Client to the Supplier for the Services, as set out in the Specification of Support Service.

Contract: The contract between the Client and Supplier for the sale of Goods and/or the Services in accordance with these Conditions.

Client: The person or firm who purchases the Services and/or Goods from the Supplier.

Data Controller: Refers to the Client in the context of these Terms & Conditions, and means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be processed

Data Processor: Refers to Synium Ltd in the context of the Terms & Conditions. In relation to personal data, means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller.

First Term: The fixed period for which the Service is to be provided as specified in the Specification of Support Service.

Goods: the goods (or any part of them) set out in the Order.

Installation Address: The address given in the Specification of Support Service at which the Support Item is located or such other address as may be agreed in writing by the Supplier.

Manufacturer: Entity that manufactures and supplies the hardware/software with warranty.

Order: The Client's order for the supply of Goods and/or Services, as set out in the Client's purchase order form or the Client's written acceptance of the supplier quotation.

Personnel: Any employee, agent, consultant and/or sub-contractor of the Client or Supplier concerned.

Processing: in relation to information or data means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data.

Services: The provision of a monitoring, maintenance and support service for the Support Items together with off-site and on-site support as set out in the Specification of Support Services.

Specification of Support Services: The schedule signed by the Client setting out details of the Devices, Installation Address, response times and other information in respect of the Services.

System Audit: An inspection of the Support Items or part thereof but does not include repair or replacement.

Supplier: Synium Limited, a company registered in England & Wales with company number 7372850.

Support Hours: The times during which the Supplier will endeavour to provide the Services as specified in the Specification of Support Services.

Support Call: Communication received by the Supplier from the Client by telephone, email or via on-line helpdesk from the Client reporting a defect or malfunction in the Support Item.

Support Items: All or part of the network, hardware, software and Third Party Software as specified or identified in the Specification of Support Service.

Third Party Software: Software developed and licensed by a third party, for whom the Supplier has agreed to provide support, as detailed in the Specification of Support Services.