



DOMAIN, HOSTING & EMAIL

Services and Authority Agreement

Secure, UK GDPR-compliant management of your domain names, website hosting and business email — with a clear letter of authority, defined security standards, and a straightforward process if you ever choose to move.

Agreement details	
Agreement reference	_____
Date of agreement	_____
Prepared by	_____, Webxxs Services Ltd

Parties

Supplier	Client
Webxxs Services Ltd (trading as Webxxs) Company no. 17077640 (England and Wales) Suite A, 82 James Carter Road Mildenhall, Bury St Edmunds IP28 7DE contact@webxxs.com Tel: +44 115 647 3819	_____ Company no. _____ _____ _____ _____

Together "the parties". In this Agreement, "Webxxs", "we", "us" and "our" mean Webxxs Services Ltd, and "the Client", "you" and "your" mean the business named above.

Background

- A. Webxxs registers and manages domain names, hosts websites and provides business email services for UK businesses, directly through its hosting plans published at webxxshosts.com and through third-party providers.
- B. The Client wishes Webxxs to provide the services selected in Schedule 1, and to authorise Webxxs to act on its behalf with domain registries, registrars and email and hosting providers.
- C. Providing these services involves Webxxs processing personal data on the Client's behalf. This Agreement, including the Data Processing Schedule in Schedule 3, sets out how that data is protected in line with UK data protection law.

1. Definitions and interpretation

1.1 In this Agreement:

"Agreement" means this Domain, Hosting and Email Services and Authority Agreement, including its Schedules and the documents incorporated by reference in clause 2.



"Business Day" means Monday to Friday, excluding bank and public holidays in England.

"Client Data" means all data, content, files, websites and emails stored or processed using the Services on the Client's behalf, including Personal Data.

"Data Protection Law" means the UK General Data Protection Regulation, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 and any other applicable data protection law in the UK.

"Domain" means each domain name listed in Schedule 2 or later registered or managed by Webxxs for the Client under this Agreement.

"Email Provider" means the provider of the Client's email accounts, being On Point Hosts or, where selected in Schedule 1, Google Workspace or Microsoft 365.

"Hourly Rates" means the Webxxs Specialist Rate of £150 per hour and Administration & Support Rate of £30 per hour, as updated from time to time on 30 days' written notice.

"Personal Data, Controller, Processor, Data Subject and Personal Data Breach" means have the meanings given in Data Protection Law.

"Registrant" means the person or organisation recorded with the Registry as the holder of a Domain.

"Registrar" means the accredited domain registrar through which a Domain is registered, currently On Point Hosts.

"Registry" means the organisation responsible for a domain extension, such as Nominet UK for .uk domains.

"Renewal Date" means the date on which a Domain, hosting plan or email licence falls due for renewal.

"Services" means the domain, DNS, hosting, email and SSL services selected in Schedule 1.

"Sub-processor" means any third party engaged by Webxxs to process Personal Data on the Client's behalf, as listed in Schedule 3.

"Transfer Fee" means the fee of £75 per Domain for transferring a Domain to the Client or its nominee under clause 6, plus any charges made by the Registry or Registrar.

"Website Policies" means the documents published on webxxs.com and listed in clause 2.2.

"Writing / written" means includes email, but not text messages, WhatsApp or social media messages unless confirmed by email.

- 1.2 Headings do not affect interpretation. Words such as "including" and "for example" do not limit the words before them. A reference to a law includes that law as amended or replaced.

2. Webxxs Terms, Website Policies and third-party terms

- 2.1 This Agreement incorporates the Webxxs Sales Terms and Conditions published at webxxs.com/terms-conditions ("the Webxxs Terms"), in the version in force on the date of this Agreement. By signing, the Client confirms it has read and accepts them.

- 2.2 The following Website Policies also apply to the Services, in the version in force from time to time:

Policy	Where to find it
Privacy Policy	webxxs.com/privacy-policy



Policy	Where to find it
GDPR Policy	webxxs.com/gdpr-policy
Response Time Policy	webxxs.com/response-time-policy
Complaints Policy & Escalation Procedure	webxxs.com/complaints-policy
Abuse Reporting Policy	webxxs.com/abuse-reporting-policy

- 2.3** Domains are also subject to the terms of the relevant Registry, including, for .uk domains, Nominet's Terms and Conditions of Domain Name Registration and its Dispute Resolution Service. In line with section 10 of the Webxxs Terms, the Registry's terms take priority on domain-related matters.
- 2.4** Email accounts provided through Google Workspace or Microsoft 365 are also subject to that provider's customer terms, which the Client must accept where required.
- 2.5** Otherwise, if there is any conflict between documents, they take priority in this order: (a) Schedule 3 (Data Processing Schedule), on data protection matters; (b) Schedule 2 (Service Details); (c) the main body of this Agreement; (d) Schedule 1; (e) the Webxxs Terms; (f) the Website Policies.
- 2.6** Because this is an ongoing service, Webxxs may update the Webxxs Terms and Website Policies by giving the Client at least 30 days' written notice. Changes required by law may take effect immediately. The Client's own terms of business do not apply unless agreed in writing by a Director of Webxxs.

3. The Services

- 3.1** Webxxs will provide the Services selected in Schedule 1 for the Domains, websites and email accounts listed in Schedule 2, with reasonable skill and care and in line with good industry practice.
- 3.2** Webxxs may provide the Services using its own systems and through third-party providers, including the Registrar, Email Providers and hosting providers listed in Schedule 3. Webxxs may change providers on reasonable notice, provided the change does not materially reduce the Services or the protection given to Client Data.
- 3.3** Webxxs will aim to keep the Services available at all times, but availability depends on the Registry, Registrar and third-party providers. Webxxs does not guarantee that the Services will be uninterrupted or error-free. Webxxs will notify the Client of planned maintenance that is likely to cause significant disruption, where it is reasonably able to do so.
- 3.4** Support requests are handled in line with the Response Time Policy, or the response times in the Client's Webxxs Monthly Support Subscription, if it has one.

4. Domain registration and ownership

- 4.1** Unless Schedule 2 states that the Client is to be the Registrant of a Domain, Webxxs will register and hold each Domain in its own name as Registrant, and will manage it for the Client's use under this Agreement.
- 4.2** Where Webxxs is the Registrant, Webxxs will, while this Agreement is in force and the Client's account is paid up to date:



- (a) allow the Client exclusive use of the Domain for its website, email and business purposes;
- (b) not use the Domain for its own purposes, point it elsewhere, sell it, offer it to anyone else, or allow it to lapse, except as permitted by this Agreement; and
- (c) renew the Domain before its Renewal Date in line with clause 5.

- 4.3** Where the Client is the Registrant, the Client authorises Webxxs to manage the Domain as its agent under clause 9, and remains responsible for keeping its registration details accurate.
- 4.4** The Client confirms that it has the right to use each Domain name, and that its use of the Domain does not infringe anyone else's trade mark or other rights. The Client will indemnify Webxxs against any claim, dispute (including a Registry dispute resolution complaint) or loss arising from the Client's choice or use of a Domain name.
- 4.5** Domain registration is not guaranteed until confirmed by the Registry. Webxxs is not responsible if a Domain is unavailable, or is registered by someone else before an order is completed.
- 4.6** Registry and Registrar rules require accurate contact details. The Client will give Webxxs any information needed for this promptly, and understands that a Registry may suspend a Domain if its details are inaccurate.

5. Renewals

- 5.1** Domains, hosting plans and email licences renew automatically on their Renewal Dates, and the renewal fees will be collected or invoiced in advance.
- 5.2** Webxxs will send the Client a reminder at least 30 days before each Domain's Renewal Date. If the Client does not want a Domain renewed, it must tell Webxxs in writing at least 14 days before the Renewal Date.
- 5.3** Webxxs is not responsible for any loss caused by a Domain, hosting plan or email licence lapsing because the Client has not paid the renewal fee, has asked for it not to be renewed, or has not responded to a reasonable request needed to renew it.
- 5.4** Where a Registry, Registrar or Email Provider increases its prices, Webxxs may pass on the increase from the next Renewal Date by giving the Client at least 30 days' written notice.

6. Transferring a Domain to the Client

- 6.1** When this Agreement ends, or at any earlier time the Client asks in writing, the Client may ask Webxxs to transfer a Domain held by Webxxs into the Client's own name, or to move it to another registrar or provider nominated by the Client.
- 6.2** Webxxs will complete the steps within its control (such as changing the Registrant, releasing the domain to the new registrar or providing an authorisation code) within ten Business Days of receiving the request, provided that:
- (a) all fees and other amounts due from the Client to Webxxs under this or any other agreement have been paid in full;
 - (b) the Client has paid the Transfer Fee for each Domain; and
 - (c) the Client has provided the information the Registry or new registrar needs to complete the transfer.



- 6.3** Until the conditions in clause 6.2 are met, Webxxs may keep the Domain registered in its name. During that time Webxxs will keep the Domain registered and will not use it against the Client's interests, but it is not obliged to keep providing hosting or email services where fees are unpaid.
- 6.4** If the Client has not asked for a Domain to be transferred within 60 days after this Agreement ends, Webxxs may allow the Domain to lapse at its next Renewal Date, after giving the Client at least 14 days' written notice.
- 6.5** If Webxxs stops trading or stops offering domain services, it will offer to transfer each Domain it holds for the Client to the Client free of the Transfer Fee, provided all other amounts due have been paid.

7. Website hosting

- 7.1** Where hosting is selected in Schedule 1, Webxxs will host the Client's website on the plan selected, including the SSL certificate and other features stated for that plan.
- 7.2** Hosting is provided for normal business websites. The Client will not use the hosting for activities that place an unreasonable load on shared resources, or for any content or activity that is unlawful or breaches the Abuse Reporting Policy.
- 7.3** The Client is responsible for the content of its website and for keeping its own copy of website content, unless backups are included in its plan or in a Webxxs Monthly Support Subscription. Any backups Webxxs takes are for disaster recovery and are not guaranteed to be complete.
- 7.4** Where a website is hosted on a third-party platform such as Wix, HubSpot or Netlify, the Client's use of that platform is governed by the platform's own terms, and availability depends on that platform.

8. Business email

- 8.1** Where email is selected in Schedule 1, Webxxs will set up the number of mailboxes stated in Schedule 2 with the Email Provider selected, and configure the DNS records needed for reliable delivery and security (including MX, SPF, DKIM and DMARC records where the provider supports them).
- 8.2** Mailbox storage limits and features are those of the plan and Email Provider selected. Webxxs does not guarantee the delivery of any email, and is not responsible for emails filtered, delayed or rejected by spam filters or other systems outside its control.
- 8.3** The Client is responsible for how its users use their mailboxes, for keeping passwords secure, and for enabling two-factor authentication where available. The Client will make sure its use of email, including any marketing email, complies with Data Protection Law.
- 8.4** Webxxs will not access the content of the Client's mailboxes except: where the Client asks it to (for example, to resolve a support issue or migrate mail); where reasonably necessary to protect the security of the Services; or where required by law.
- 8.5** Migrating existing email from another provider is not included unless stated in Schedule 2, and is otherwise chargeable at the Hourly Rates. Webxxs is not responsible for data held by, or the cooperation of, a previous provider.



9. Letter of authority

- 9.1** The Client appoints Webxxs as its authorised agent, for the duration of this Agreement, to do the following on the Client's behalf in connection with the Services:
- (a) register, renew and manage the Domains, and update their DNS and nameserver records;
 - (b) deal with the Registry, Registrar, Email Providers, hosting providers and the Client's previous suppliers, including requesting and accepting transfers of Domains, websites and email services to Webxxs;
 - (c) create, configure and manage hosting and email accounts, mailboxes, aliases and security settings; and
 - (d) accept on the Client's behalf any standard provider terms needed to provide the Services, having made them available to the Client.
- 9.2** Webxxs will not, without the Client's written instruction: transfer a Domain to anyone other than the Client or its nominee; delete a mailbox or website containing Client Data, except under clause 14 after this Agreement ends; or give any third party access to Client Data, except a Sub-processor under Schedule 3.
- 9.3** The Client confirms that the person signing this Agreement has authority to give this authorisation on the Client's behalf. The Client will confirm this authority directly to any provider that asks.
- 9.4** The Client may withdraw this authority by written notice, which will end this Agreement under clause 13 and the provisions of clauses 6 and 14 will apply.

10. Security

- 10.1** Webxxs will maintain the technical and organisational security measures set out in Part D of Schedule 3, and will review them regularly in light of good industry practice and the risks involved.
- 10.2** The Client will: use strong, unique passwords and two-factor authentication on all accounts; share credentials with Webxxs only through a password manager or a platform's own user-invite feature, never by plain email or messaging apps; tell Webxxs promptly about any suspected unauthorised access, phishing or compromised account; and promptly remove access for staff who leave.
- 10.3** Webxxs may suspend a Service, reset credentials or take other reasonable steps without notice where it reasonably believes this is necessary to deal with a security threat, malware, a compromised account or abusive activity, and will tell the Client as soon as practicable.

11. Data protection

- 11.1** For Personal Data processed through the Services, the Client is the Controller and Webxxs is the Processor. Each party will comply with Data Protection Law.
- 11.2** Webxxs will process Personal Data in line with the Data Processing Schedule in Schedule 3, which sets out the terms required by Article 28 of the UK GDPR, and in line with the Webxxs GDPR Policy and Privacy Policy.
- 11.3** The Client is responsible for having a lawful basis for the Personal Data it stores or sends using the Services, for providing privacy information to its own Data Subjects, and for its own compliance obligations as Controller.
- 11.4** Webxxs will maintain any registration with, and pay any fee to, the Information Commissioner's Office that Data Protection Law requires of it.



- 11.5** Where Webxxs processes contact details of the Client's staff to manage the account and Domains (including Registry contact records), Webxxs acts as an independent Controller of that data, in line with its Privacy Policy.

12. Fees and payment

- 12.1** The fees for the Services are set out in Schedule 1 and Schedule 2. Unless stated otherwise:
- (a) domain registration and renewal fees are payable annually (or for the registration period chosen) in advance;
 - (b) hosting and email fees are payable monthly in advance by Direct Debit through Webxxs's payment provider (currently Stripe), against invoices or payment requests issued through Webxxs's accounting or CRM system (currently Xero or HubSpot); and
 - (c) Google Workspace and Microsoft 365 licences are charged per user, at the rate stated in Schedule 2.
- 12.2** Cancelling a Direct Debit mandate does not end this Agreement. The Services can only be ended under clause 13.
- 12.3** If any amount is not paid within seven days of its due date, Webxxs may, without affecting its other rights: (a) suspend the hosting and email Services on written notice until payment is received; (b) charge interest and fixed-sum compensation under the Late Payment of Commercial Debts (Interest) Act 1998, at 8% a year above the Bank of England base rate; and (c) recover its reasonable costs of collection. Webxxs will keep Domains registered during any suspension, subject to clause 6.4.
- 12.4** Webxxs is not currently registered for VAT, so no VAT is charged on the fees. If Webxxs becomes VAT registered, it will give the Client at least 30 days' written notice, and VAT will then be added at the applicable rate from the date of registration.
- 12.5** Domain registration and renewal fees and third-party licence fees are non-refundable once the order has been placed with the Registry or provider.

13. Term and termination

- 13.1** This Agreement starts on the date it is signed by both parties and continues until ended under this clause.
- 13.2** The Client may end some or all of the Services by giving at least 30 days' written notice, taking effect at the end of the billing period in which the notice expires. Where the Services are included in a Webxxs Monthly Support Subscription, the notice terms of that subscription apply instead.
- 13.3** Webxxs may end this Agreement: by giving the Client at least three months' written notice; or immediately by written notice if any amount is more than 30 days overdue, or if the Client uses the Services in breach of the Abuse Reporting Policy or the law.
- 13.4** Either party may terminate this Agreement immediately by written notice if the other party: commits a material breach which is not remedied within 14 days of being asked in writing to remedy it; or becomes insolvent, enters administration, liquidation or a voluntary arrangement, has a receiver appointed, or ceases to trade.
- 13.5** Clauses 4.4, 6, 11, 12, 14, 15, 16, 18, 19 and 20 and Schedule 3 continue after this Agreement ends.



14. When the Agreement ends — data return and deletion

- 14.1** For 30 days after this Agreement ends (the "Exit Period"), Webxxs will keep the Client's website files and mailboxes and, on request and once all sums due are paid, will provide a copy of the website files and help the Client export its email in a standard format. Basic exports are included; more extensive migration work is chargeable at the Hourly Rates.
- 14.2** At the end of the Exit Period, Webxxs will delete Client Data held in the Services, and will instruct its Sub-processors to do the same, unless the law requires Webxxs to keep it. Webxxs will confirm deletion in writing on request.
- 14.3** Domains are transferred or allowed to lapse in line with clause 6.

15. Limitation of liability

- 15.1** Nothing in this Agreement limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be limited or excluded by law.
- 15.2** Subject to clause 15.1, Webxxs will not be liable, whether in contract, tort (including negligence), breach of statutory duty or otherwise, for any: loss of profit, revenue, sales or business; loss of anticipated savings; loss of goodwill or reputation; loss of or failure to deliver email; loss or corruption of data where the Client has not kept its own copies; or indirect or consequential loss.
- 15.3** Webxxs is not liable for any outage, loss or disruption caused by the Registry, the Registrar, Email Providers, hosting platforms, internet service providers or other third parties outside its reasonable control, or by the Client's failure to meet its responsibilities under this Agreement.
- 15.4** Subject to clause 15.1, Webxxs's total liability arising out of or in connection with this Agreement, including under Schedule 3, in any 12-month period is limited to the greater of: (a) the total fees paid by the Client under this Agreement in the 12 months immediately before the event giving rise to the claim; and (b) £1,000.
- 15.5** The parties agree that these limits are reasonable, having regard to the fees, the nature of the Services, the Client's ability to keep its own copies of its data, and the availability of insurance.

16. Confidentiality

- 16.1** Each party will keep confidential all information about the other party's business, clients, systems, credentials and data that it receives in connection with this Agreement, and will use it only to perform this Agreement. This does not apply to information that is or becomes public (other than through a breach of this clause), was already lawfully known, is independently developed, or must be disclosed by law or a regulator.
- 16.2** This clause continues for five years after this Agreement ends, and indefinitely for credentials and Personal Data.

17. Events outside our control

- 17.1** Neither party is liable for any delay or failure to perform caused by events beyond its reasonable control, including Registry, platform or hosting outages, cyber-attacks, internet or power failures, extreme weather, pandemic, industrial action or government action. This does not excuse the Client's obligation to pay fees.



- 17.2** If such an event prevents Webxxs from providing the Services for more than 30 days, either party may terminate this Agreement by written notice, and clauses 6 and 14 will apply.

18. Complaints and disputes

- 18.1** If the Client is unhappy with any part of the Services, it should first follow the Webxxs Complaints Policy & Escalation Procedure.
- 18.2** If a dispute is not resolved within 30 days of being raised, the parties will consider in good faith resolving it through mediation before starting court proceedings, except where urgent relief is needed or to recover unpaid fees. Disputes about the registration of a Domain may also be dealt with under the relevant Registry's dispute resolution procedure.

19. General

- 19.1** Entire agreement: this Agreement, together with the documents referred to in clause 2, is the entire agreement between the parties about its subject matter. Each party confirms it has not relied on any statement not set out in this Agreement.
- 19.2** Variation: changes to this Agreement are effective only if agreed in writing by both parties, except for changes made under clauses 2.6, 3.2 and 5.4.
- 19.3** Assignment: the Client may not transfer its rights or obligations without Webxxs's written consent. Webxxs may transfer this Agreement, including any Domains it holds as Registrant for the Client, to a group company or to a successor to its business, on written notice.
- 19.4** Notices: notices must be in writing and sent by email to the addresses in this Agreement (or as updated by notice). An email is treated as received at the time it is sent if between 9:00am and 5:30pm on a Business Day, or otherwise at 9:00am on the next Business Day.
- 19.5** Third-party rights: no one other than the parties has any right to enforce this Agreement under the Contracts (Rights of Third Parties) Act 1999.
- 19.6** Severance: if any part of this Agreement is found invalid or unenforceable, it will be modified to the minimum extent necessary to make it enforceable, and the rest of the Agreement is unaffected.
- 19.7** Waiver: a failure or delay in exercising a right does not waive that right.
- 19.8** Relationship: other than the agency created by clause 9, nothing in this Agreement creates a partnership, joint venture or employment relationship.
- 19.9** Electronic signature: this Agreement may be signed electronically (including through PandaDoc) and in counterparts. Electronic signatures are binding and have the same effect as handwritten signatures.

20. Governing law and jurisdiction

- 20.1** This Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it, is governed by the law of England and Wales.
- 20.2** The courts of England and Wales have exclusive jurisdiction to settle any such dispute or claim.



Signatures

By signing below, each party agrees to be bound by this Agreement, including the Webxxs Terms and Website Policies referred to in clause 2.

Signed for Webxxs Services Ltd		Signed for the Client	
Signature		Signature	
Name	Ash Clifffen	Name	_____
Position	Director	Position	_____
Date		Date	



Schedule 1 — Service Selection

Tick each service that applies. Hosting plans are published at webxxshosts.com.

Part A — Hosting plans (include one domain and business email)

	Plan	Price	Email accounts	Mailbox storage	Also includes
☐	Silver	£8/mo	3	5 GB	Free SSL, spam & virus protection, webmail
☐	Gold	£12/mo	6	10 GB	As Silver, plus priority support
☐	Platinum	£15/mo	10	20 GB	As Gold, plus domain renewal reminders

Part B — Other services

	Service	Price	Notes
☐	Additional domain registration & management	As in Schedule 2	Per domain, per year (clauses 4 to 6)
☐	DNS management only	As in Schedule 2	For domains held elsewhere
☐	Google Workspace email	As in Schedule 2	Per user, per month (clause 8)
☐	Microsoft 365 email	As in Schedule 2	Per user, per month (clause 8)
☐	Website hosting on a third-party platform	As in Schedule 2	Such as Wix, HubSpot or Netlify (clause 7.4)
☐	Email or website migration	As quoted	From a previous provider (clause 8.5)

Schedule 2 — Service Details

To be completed for this Client. Where this Schedule conflicts with the main Agreement, it takes priority (except on data protection matters, where Schedule 3 prevails).

Domain	Registrant (clause 4)	Renewal Date	Annual fee
[Domain1.Name]	☐ Webxxs ☐ Client	[Domain1.Renewal]	[Domain1.Fee]
[Domain2.Name]	☐ Webxxs ☐ Client	[Domain2.Renewal]	[Domain2.Fee]
[Domain3.Name]	☐ Webxxs ☐ Client	[Domain3.Renewal]	[Domain3.Fee]

Item	Details
Hosting plan and website(s)	_____ — _____
Email Provider and mailboxes	☐ On Point Hosts ☐ Google Workspace ☐ Microsoft 365 — _____ mailboxes at _____
Migration included?	☐ No ☐ Yes: _____



Item	Details
Monthly fees	_____
Start date and Billing Date	_____ — billed on the _____ of each month
Payment method	☐ Direct Debit via Stripe (mandate link to be sent) ☐ Card
Included in a Monthly Support Subscription?	☐ No ☐ Yes: _____ (clause 13.2)
Client technical contact	_____, _____
Webxxs contact	Ash Clifflen, Director & CRM Architect — contact@webxxs.com — +44 115 647 3819 (mobile +44 7572 750046)
Special terms (if any)	_____



Schedule 3 — Data Processing Schedule

This Schedule sets out the terms on which Webxxs processes Personal Data as Processor for the Client, as required by Article 28(3) of the UK GDPR.

Part A — Details of the processing

Item	Details
Subject matter	Provision of domain, DNS, website hosting and business email services.
Duration	The term of this Agreement and the 30-day Exit Period in clause 14.
Nature and purpose	Storing, hosting, transmitting, backing up, migrating and deleting Client Data, so that the Client's website and email operate; and providing support.
Types of Personal Data	Names, email addresses, phone numbers and other contact details; the content and attachments of emails; website content and any data collected through website forms; account and login details; technical data such as IP addresses and server logs.
Special category data	Not intended. If the Client's emails or website collect special category data (such as health information), the Client is responsible for assessing whether the Services are appropriate.
Data Subjects	The Client's staff and mailbox users; the Client's customers, prospects, suppliers and email correspondents; visitors to the Client's website.

Part B — Webxxs's obligations as Processor

- B1** Instructions: Webxxs will process Personal Data only on the Client's documented instructions, which are this Agreement and any further written instructions, unless the law requires otherwise (in which case Webxxs will tell the Client first, unless the law prohibits this). Webxxs will tell the Client if it believes an instruction breaches Data Protection Law.
- B2** Confidentiality: Webxxs will ensure that everyone it authorises to process Personal Data is bound by a duty of confidentiality.
- B3** Security: Webxxs will implement the measures in Part D, appropriate to the risk, as required by Article 32 of the UK GDPR.
- B4** Sub-processors: the Client gives general authorisation for Webxxs to use the Sub-processors listed in Part C. Webxxs will give the Client at least 30 days' written notice of any intended addition or replacement, and the Client may object on reasonable data protection grounds within that period. If the parties cannot resolve the objection, the Client may end the affected Services without penalty. Webxxs will impose data protection obligations on each Sub-processor that are equivalent to those in this Schedule, and remains responsible to the Client for each Sub-processor's performance.
- B5** International transfers: Webxxs will transfer Personal Data outside the UK only where permitted by Data Protection Law, such as to a country with UK adequacy regulations, or under the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses, or the UK Extension to the EU-US Data Privacy Framework.
- B6** Data Subject rights: taking into account the nature of the processing, Webxxs will assist the Client by appropriate measures in responding to requests from Data Subjects to exercise their rights. Webxxs will pass on any request it receives directly, without responding to it unless authorised.



- B7** Assistance: Webxxs will assist the Client with its obligations on security, breach notification, data protection impact assessments and consultation with the Information Commissioner's Office, taking into account the information available to Webxxs. Assistance beyond a reasonable level may be charged at the Hourly Rates.
- B8** Personal Data Breaches: Webxxs will notify the Client without undue delay, and in any event within 48 hours, after becoming aware of a Personal Data Breach affecting Client Data, giving the information reasonably available about its nature, likely consequences and the measures taken or proposed. Webxxs will cooperate with the Client and take reasonable steps to contain and remedy the breach.
- B9** Deletion or return: at the end of the Services, Webxxs will delete or return Personal Data in line with clause 14, at the Client's choice, unless the law requires it to be kept.
- B10** Audit: Webxxs will make available to the Client the information reasonably necessary to demonstrate compliance with this Schedule, and will allow for and contribute to audits by the Client or an auditor it appoints, on at least 30 days' written notice, no more than once in any 12-month period (unless following a Personal Data Breach), during Business Hours and subject to confidentiality. The Client will pay Webxxs's reasonable costs of any audit at the Hourly Rates.

Part C — Authorised Sub-processors

Sub-processor	Service provided	Location / transfer safeguard
On Point Hosts	Domain registration, DNS, hosting and email (webxxshosts.com plans)	Europe (EU/EEA) — UK adequacy regulations
Nominet UK and other Registries	Domain registry records	UK (or as applicable to the extension)
Google (Google Workspace)	Business email, where selected	UK/EU/US — UK adequacy and IDTA/UK Addendum
Microsoft (Microsoft 365)	Business email, where selected	UK/EU/US — UK adequacy and IDTA/UK Addendum
Netlify	Website hosting, where used	US — UK Addendum / Data Privacy Framework
Wix	Website hosting, where used	EU/US — UK adequacy and UK Addendum
HubSpot	Website hosting (HubSpot CMS), where used	EU data centre
Stripe	Payment processing for Webxxs's fees (Client account data only)	UK/EU/US — UK Addendum

The current list is also available from Webxxs on request.

Part D — Security measures

- D1** Access control: access to Client systems is restricted to authorised Webxxs personnel who need it, on a least-privilege basis, and removed promptly when no longer needed.
- D2** Authentication: two-factor authentication is enabled on all Webxxs administrator accounts for registrars, hosting, email platforms and the Client's systems wherever the platform supports it.



- D3** Credentials: client passwords and credentials are stored only in an encrypted password manager and are never kept in plain text, spreadsheets, email or messaging apps.
- D4** Encryption: data is encrypted in transit using TLS (including SSL certificates on all hosted websites and encrypted mail connections), and at rest where the provider supports it.
- D5** Devices: Webxxs devices used to access Client Data are password-protected, encrypted, kept up to date with security patches and protected by anti-malware software.
- D6** Email security: SPF, DKIM and DMARC records are configured for hosted domains where supported, together with spam and virus filtering.
- D7** Monitoring and updates: platforms, plugins and software managed by Webxxs are kept up to date, and suspicious activity is investigated promptly.
- D8** Backups and resilience: backups are taken where included in the Client's plan, and reliance is placed on providers with recognised security certifications (such as ISO 27001 or SOC 2) where available.
- D9** Incident response: Webxxs maintains a documented procedure for responding to security incidents and Personal Data Breaches, including the 48-hour notification in paragraph B8.
- D10** People: anyone with access to Client Data is bound by confidentiality and made aware of their data protection responsibilities.