computancy

Website Care, Hosting and Retainer Terms

The terms for our care plans, website hosting and the Smörgåsbord Retainer.

October 2026 | Replaces all earlier maintenance and hosting terms

IN SHORT

- We keep your WordPress website updated, secure, backed up and online, and spend your plan hours on the work you ask for.
- Plans start with a three-month minimum, then run month to month. You can cancel at any time by email.
- Unused hours do not carry over. Work beyond your hours is quoted and agreed with you in writing first.
- You own your website and your content. If you leave, you get a full copy of your site and your domain, at no charge.
- We look after personal data on your behalf under our Data Processing Agreement, which forms part of these terms.

1. About these terms

1.1 "We", "us" and "our" mean Computancy, including anyone working on our behalf. Computancy is the trading name of Nick Warner. "You" and "your" mean the business or person who buys our services, including anyone acting on your behalf.

1.2 We are registered with the Information Commissioner's Office (ICO), registration number ZC279460.

1.3 These terms apply to our care plans, website hosting and the Smörgåsbord Retainer. Schedule A describes the care plans and Schedule B describes the retainer.

1.4 Your **Service Order** records what you have bought: your plan, hours, fees, start date and the websites covered. Your plan description on our website, or in a quote we have sent you, gives the full list of features.

1.5 If documents disagree, the Service Order wins, then these terms, then our website. Our Data Processing Agreement always wins on anything to do with personal data.

1.6 You accept these terms when you sign a Service Order, accept a quote, or start using our services.

2. Getting started

2.1 Before we take on a website, we audit it to make sure we can look after it properly. If a site is too outdated, unstable or complex to support well, we will tell you honestly and recommend what to do instead.

2.2 To do our job we need:

- an administrator account on your website;
- access to your hosting, if we are not hosting the site ourselves;
- access to your domain registrar or DNS, so we can make changes when needed.

2.3 We install our maintenance, monitoring and backup tools on your website and connect it to our central management system. This lets us monitor and update your site without logging in to it every time.

2.4 If we are moving your website to our hosting, we plan the move so that it causes as little disruption as possible.

3. What we do for you

3.1 **Updates.** We update WordPress, your theme and your plugins on the schedule for your plan (see Schedule A). We hold routine updates back for a short time so that early problems found by others can be fixed before they reach your site. Security updates are applied as soon as reasonably possible.

3.2 WordPress can apply some critical security updates automatically, without our involvement.

3.3 **Backups.** Plans that include hosting have daily backups of your website files and database. How often backups run and how long they are kept depends on your plan.

3.4 **Monitoring.** We monitor your website for uptime and security around the clock, and we are alerted automatically if something goes wrong.

3.5 **Reporting.** You receive a monthly report showing the work done, the updates applied and the hours used.

3.6 **Content updates.** Within your plan hours, we edit and update pages, posts and other content, using text and images you supply ready to use.

4. Support and response times

4.1 Please raise requests as support tickets, by logging in to your client account or emailing **help@computancy.co.uk**. This keeps a clear record of everything we do for you. You can also phone us for advice.

4.2 Our core office hours are 06:00 to 18:00 Central European Time, Monday to Thursday, and 06:00 to 14:00 on Friday. We try to follow UK bank holidays.

4.3 You will receive an automatic acknowledgement when you open a ticket. We aim to start work on breakdowns and errors the same working day.

4.4 If your website is completely down, we treat it as an emergency and give it top priority. Outside office hours we respond to emergencies as quickly as we reasonably can.

4.5 Other requests are scheduled in the order they arrive. Work that would take your site offline is usually done outside busy hours, unless it is urgent.

4.6 If we need an answer from you to finish a task, the task waits until we have it.

5. Plan hours and extra work

5.1 Your plan includes a set number of hours each month. Time spent on routine maintenance and security comes out of these hours first, because everything else depends on your site being safe and up to date.

5.2 Unused hours do not carry over to the next month. We plan our time around each client's monthly hours, which keeps time available for you when you need it.

5.3 If you need more time in a month, we will tell you before going over. You can wait until next month, or buy extra hours at our standard hourly rate.

5.4 For larger pieces of work we give you a fixed-price quote. We do not start any chargeable extra work until you have agreed to it in writing.

6. What is not included

6.1 Unless your Service Order says otherwise, care plans do not include:

- redesigning your website, or new design work;
- new development such as custom post types, new layouts, theme development or custom features;
- writing content, or original image and graphic design;
- training, online marketing or search engine optimisation;
- setting up or fixing email accounts, computers or phones.

6.2 We are happy to quote for any of these. The Smörgåsbord Retainer (Schedule B) is more flexible about how your hours are used.

7. Website hosting

7.1 Where your plan includes hosting, we host your website on professionally managed servers with firewall protection, malware scanning, SSL certificates and around-the-clock monitoring.

7.2 We aim for 99.9% availability. This does not include planned maintenance, which we schedule outside busy hours wherever possible, or faults at third-party providers outside our control.

7.3 We choose our hosting and infrastructure providers and may change them to keep your service fast, secure and reliable. Any change follows our Data Processing Agreement.

7.4 You must not use the hosting for anything illegal, for sending spam, or for anything that harms our servers or other customers. If something on your site puts the server or other sites at risk, we may suspend it to protect everyone, and we will tell you straight away.

7.5 Email hosting is not included unless your Service Order says so.

8. Software licences and domains

8.1 Commercial plugins, themes and extensions that need a paid licence for updates are charged at the developer's cost.

8.2 Where we register or manage a domain name for you, it is registered in your name. Renewal arrangements are set out in your Service Order.

9. Your responsibilities

9.1 You agree to:

- give us the access we need and keep it working;
- supply content that is accurate, lawful and that you have the right to use;
- keep your own logins secure and tell us promptly if you think one has been compromised;
- tell us if anyone else is going to make changes to your website;
- answer our questions promptly when we need a decision from you.

9.2 During your plan, please let only us change your website's code, themes or plugins. If changes made by someone else cause problems, we will fix them at our standard hourly rate.

9.3 You decide what personal data your website collects and why. You are responsible for your privacy notice, cookie consent and the lawful basis for collecting that data.

10. Fees and payment

10.1 Fees are as set out in your Service Order. Plans are paid monthly in advance by direct debit, or yearly in advance where we offer an annual discount.

10.2 If a payment fails, we will contact you. If it is still unpaid seven days later, we may suspend your services.

10.3 If your account stays unpaid for 30 days after suspension, we may end the agreement. Before deleting anything we will offer you a copy of your website, and we then delete your data as set out in our Data Processing Agreement.

10.4 We may change our prices with at least 30 days' notice by email. If you do not accept a change, you can cancel before it takes effect.

11. How long the agreement lasts and how to cancel

11.1 Every plan starts with a minimum period of three months. This covers the time needed to audit your site, set it up on our systems and, where requested, move it to our hosting.

11.2 After that, the agreement continues month to month. You can cancel at any time by emailing us. Your service continues to the end of the month you have paid for. We do not refund part months, and unused hours lapse.

11.3 We may end the agreement by giving you 30 days' notice. We may end it straight away if fees remain unpaid, if you seriously or repeatedly break these terms, if your website is used for anything illegal, or if communication with our team becomes abusive.

12. If you leave

12.1 When your agreement ends we will:

- give you a full copy of your website files and database, once, at no charge;
- release any domain we manage for you, promptly and at no charge;
- remove our maintenance and monitoring tools from your website if you ask us to;
- delete the copies we hold, as set out in our Data Processing Agreement.

12.2 Hosting stops at the end of your agreement. You can switch to a hosting-only plan, or we can work with your new host to move your website. Help with the move beyond providing the copy is charged at our standard hourly rate.

12.3 Plugin and theme licences supplied through our own accounts stop receiving updates when you leave, so you will need your own licences for these. Licences bought in your name remain yours.

13. Who owns what

13.1 You own your content, branding, images and data, and, once paid for, the designs and custom code we create specifically for your website.

13.2 We keep ownership of our general know-how and of the reusable tools, code and templates we use across many websites. Where any of these are part of your site, you may keep using them on that site for as long as you like.

13.3 Third-party software, such as WordPress, themes and plugins, remains under its own licence terms.

14. Confidentiality

14.1 We both keep the other's confidential information private and use it only for the purpose of this agreement. This includes logins, business information, fees and reports. This continues after the agreement ends.

15. Personal data

15.1 When we handle personal data on your behalf, you are the controller and we are the processor. Our Data Processing Agreement forms part of these terms and explains how we protect that data, including where it is stored.

16. People who help us

16.1 From time to time we may work with other qualified professionals, such as WordPress, security or hosting specialists, to deliver the best service. They are bound by confidentiality, and we remain responsible for their work.

17. Insurance

17.1 We hold professional indemnity insurance and cyber and data risks insurance. Details are available on request.

18. Liability

18.1 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that the law does not allow us to limit.

18.2 We take great care with every website, but no website can be guaranteed to be free from security threats or interruptions. We are not responsible for losses caused by:

- third-party services, providers or software;
- changes made to your website by anyone other than us;

- content or instructions you supply;
- events outside our reasonable control.

18.3 We are not liable for indirect or consequential loss, or for loss of profit, revenue, business, goodwill or anticipated savings.

18.4 Our total liability to you for all claims connected with this agreement is limited to the fees you paid us in the six months before the event that caused the claim.

18.5 You agree to cover our losses if material you supply to us infringes someone else's rights, such as copyright in text or images.

19. Events outside our control

19.1 Neither of us is responsible for delays or failures caused by events outside our reasonable control, such as major internet or power outages, failures of third-party providers, natural disasters or government action. We will tell you promptly and do our best to keep disruption to a minimum.

20. Changes to these terms

20.1 We may update these terms from time to time. We will give you at least 30 days' notice by email of any change that affects you. The current version is always available on our website.

20.2 If a change puts you at a real disadvantage, you may cancel before it takes effect, without any minimum period applying.

21. General

21.1 We send notices by email to the address on your account. Please send notices to us at **help@computancy.co.uk**.

21.2 These terms, your Service Order and our Data Processing Agreement are the whole agreement between us about these services.

21.3 If any part of these terms cannot be enforced, the rest still applies. If either of us is slow to enforce a right, we have not given it up.

21.4 Neither of us may transfer this agreement to someone else without the other's written agreement, which will not be unreasonably refused.

21.5 Nobody else has any right to enforce these terms.

21.6 These terms are governed by the law of England and Wales, and the courts of England and Wales deal with any dispute.

Schedule A: Care plans

Prices are shown on our website and in your Service Order. Full feature lists are on our website.

PLAN	WHAT IT INCLUDES
Occasional Care	Pay as you go, with no contract. Emergency fixes, hacked or infected site clean-ups, updates and advice, charged at our standard hourly rate or a fixed-price quote. Hosting is not included.
Business Care	1.5 hours of support, maintenance and advice each month. WordPress, theme and plugin updates every week. Managed hosting with daily backups, firewall, malware scanning, SSL certificate and 24/7 uptime and security monitoring. Monthly care report.
Premium Care	2.5 hours of support, maintenance and advice each month, with priority support. WordPress, theme and plugin updates twice a week. Support for online shops, memberships, courses and bookings. Everything in Business Care, plus a staging site, content delivery network, additional off-site backups and reliable website email delivery.
Smörgåsbord Retainer	A flexible monthly block of hours for any mix of our services. See Schedule B.

A.1 Each additional website on a plan receives a multi-site discount, as published on our website.

A.2 If we are not hosting your website, we can still look after it. Some security and performance settings may not be possible on another host, and we will discuss this with you.

Schedule B: Smörgåsbord Retainer

A "pick and mix" retainer for businesses that want us to work as part of their team.

B.1 **Hours.** You choose a monthly block of hours, with a minimum of 16 hours a month. Your hours are recorded in your Service Order.

B.2 **Choosing the work.** You can use your hours on any of our services, including website maintenance, content updates, development, image optimisation, search engine optimisation and IT advice. Tell us your priorities for the month and change them whenever you need to by opening a support ticket.

B.3 **Maintenance first.** Keeping your website secure and up to date comes first. We agree with you at the start how much time this needs each month, and that time comes out of your hours before anything else.

B.4 **No carry-over.** Unused hours do not carry over. Your monthly report shows exactly how your hours were used.

B.5 **Larger projects.** A full website redesign, or any project too large for your monthly hours, is quoted separately as a fixed-price project, and only goes ahead once you have agreed it in writing.

B.6 **Hosting and licences.** Hosting is not included in the retainer and is provided as a separate service. Commercial software licences are charged at the developer's cost.

B.7 **Working with your suppliers.** We can act as your contact with other IT suppliers, such as CRM, marketing or email services. To do this quickly we normally ask you to set up a company email address for us, such as dev@yourcompany.com, and an administrator account with those suppliers.

B.8 **DNS and email.** Changes to your domain's DNS records are included, including email (MX) records. Setting up or managing email accounts with providers such as Microsoft or Google is not included, unless we host your email.

B.9 **Remote help.** We can connect to your computer to help you reach your website's admin area, but we do not provide general computer or phone support.

B.10 **Contact.** Your team can reach us by support ticket, email, phone or video call. We keep requests in the ticket system so there is always a clear record.

B.11 **Term.** The retainer starts with a minimum period of three months, then continues month to month as set out in these terms.

Computancy, Calfway Lane, Bisley, Stroud, Gloucestershire, GL6 7BN, United Kingdom
help@computancy.co.uk | 01453 367063 | computancy.co.uk | ICO registration ZC279460