TurboKast Ltd

29 Commercial Street, Dundee DD1 3DG · Company SC881077 · EasyUse Software is a brand of TurboKast Ltd

Version 1.0
3 November 2026

EasyUse Landscaping CRM pilot terms

Version 1.0 · 3 November 2026 · Scots law · business customers only

Not legal advice. Prepared without a solicitor and not reviewed by one. You may take your own legal advice before you sign.

1. Who we are and what these terms cover

1.1 **"We", "us"** means **TurboKast Ltd**, a company registered in Scotland (number **SC881077**), registered office 29 Commercial Street, Dundee, DD1 3DG, which runs **EasyUse Landscaping CRM** as part of **EasyUse Software**. EasyUse Software is a brand of TurboKast Ltd, not a separate company.

1.2 **"You"** means the business named on the Pilot Form (Annex A). **We offer the pilot to businesses only.** You confirm that you are a company, LLP, partnership or sole trader using the service wholly or mainly for your business, trade or profession. If that is not true, tell us before you start and we will cancel the pilot and delete anything you have given us.

1.3 **The contract** is made up of: (a) the **Pilot Form** that you and we both sign (Annex A); (b) these terms; and (c) the **Data Processing Agreement** (Annex B). If they conflict: the Pilot Form wins on dates, contacts and which features are on; Annex B wins on personal data; these terms win on everything else.

1.4 **Meanings.**

- **"The Service"**: EasyUse Landscaping CRM as it stands from time to time, including the website, the installable phone app and the support we give.
- **"Your Data"**: everything you or your staff put into the Service, or that the Service holds for you, including customers, staff, jobs, quotes, rates, photos, notes, documents and your QuickBooks data.
- **"Working Day"**: Monday to Friday, except public and bank holidays in Scotland.
- **"Pilot Period"**: 60 days from the start date on the Pilot Form, unless ended earlier under clause 9 or extended under clause 2.2.
- **"Named Contact"**: the person at each side whom the Pilot Form names.

1.5 **Version.** The version of these terms in force on the day you sign applies to this pilot. A later version does not change it unless you agree.

2. The pilot

2.1 **It is free.** You pay nothing for the Pilot Period. **We take no card details and no payment of any kind during the pilot.** Nothing in the pilot turns into a charge unless you decide, in a separate step, to subscribe (clause 8).

2.2 **Length.** The Pilot Period is **60 days** from the start date on the Pilot Form. We may extend it, and you may ask for an extension, by email; an extension takes effect only when we both agree it in writing.

2.3 **A small number of firms.** We are taking about **four** firms. You have no claim to a place beyond what the Pilot Form says, and we may decline or end other firms' pilots without affecting yours.

2.4 **What we ask of you.** (a) Use the Service for real work, with at least some of your crews. (b) Give us honest feedback, including what you dislike. (c) Take part in a **15-minute check-in each week** (a call or a written reply). (d) Tell us promptly if you stop using it, and why. These are requests, not conditions of your right to use the Service: if you miss a check-in we will ask once and carry on.

2.5 **It is early software.** Some features are switched on firm by firm. You will find rough edges and things that change. That is what the pilot is for. We tell you before we change something crews use every day (the screens they clock in and out on, their job list), so they are not surprised in the field.

3. What you get

3.1 **Access.** A workspace for your business, with logins for your staff, in the roles the Service provides (Admin, Office, Supervisor, Crew). **There is no limit on the number of users or jobs.**

3.2 **What the Service does today.** Jobs and a rota, quotes you can send and track, customers and sites, crew clock-in and job records on a phone (with limited use offline), and, if you use QuickBooks Online, import of your customers and raising invoices from finished work. The Pilot Form lists what is switched on for you. We describe only what exists. The following are **not built and not included**: a customer portal, online payment collection, multi-company accounts and an app-store app.

3.3 **Help to get started.** We give you **up to 3 hours of set-up help** during the first 14 days: putting your staff, customers and rates in and giving your crews their logins. We work from what you give us. We do not guarantee that every spreadsheet will import or that your figures will match your old ones, so **check the first quotes and invoices before you send them to customers.**

3.4 **Support.** Email **support@turbokast.com**. We work **Working Days, 09:00 to 17:30**. Our **target** is to reply within **1 Working Day**. It is a target, not a promise. Your Named Contact on our side is Liam Humphreys, who answers himself: you do not get a ticket queue. Anything you send outside those hours is read on the next Working Day, so for a security problem also see clause 10.3.

3.5 **Not a direct competitor.** We choose firms that are not direct competitors of the Dundee landscaping firm the Service was built with. You confirm that, to your knowledge, you are not one, and you tell us if that changes. **Before your start date we tell that firm your business name, and nothing else about you, so it can say whether it sees you as a direct competitor.** If it objects on that ground, we may cancel your pilot before it starts, and we then delete anything you have given us. If it turns out later that you are a direct competitor, clause 9.3 applies.

3.6 **No promise of uptime.** We do not offer a service level agreement or service credits. We depend on providers we do not control (clause 14.2). Database backups with point-in-time

recovery are switched on, but **we do not promise a restore** (see clause 9.6), and job photos are held in storage that the database backup does not cover. **Keep your own copy of anything you cannot afford to lose** (clause 3.7).

3.7 **Your own copy.** You can ask for an export of your customers, jobs, quotes and photos at any time (clause 9.5). Keep a manual fall-back for anything your business depends on while the Service is in pilot.

4. What we need from you

4.1 You give us the information we need to set you up, by the dates we agree. **If you are late, the dates move.**

4.2 **Your logins.** You are responsible for who has an account, for giving each person their own login, and for removing people who leave. Passwords are never shared and never sent by email.

4.3 **Your content.** You confirm that what you put into the Service is yours to put there, is lawful and does not infringe anyone's rights. This includes photos: tell staff before you ask them to photograph sites, and do not upload photos of people without a reason.

4.4 **Your own legal duties.** You are responsible for your privacy notice, your staff contracts, your terms with your own customers, your health and safety records, your spray and chemical records and the rules of your trade. **The Service is a tool. We do not give legal, tax, health and safety or accounting advice, and nothing in it is certified as compliant with any rule.** In particular, check any spray diary or record the Service produces against the legal requirements before you rely on it.

5. Your data and ownership

5.1 **Your Data is yours.** We do not own it and we claim no right in it beyond clause 5.3.

5.2 **Nothing about another firm.** You will not be shown, and we will not tell any other firm, anything about another firm's business, customers, prices or data. That includes the firm the Service was built with. In return, we do not use your prices, customers or documents as a template or example for anyone else.

5.3 **What we may do with Your Data.** Only what is needed to run the Service for you: to store it, back it up, restore it, fix faults, give you support and move it if you ask. **We do not use Your Data for our own purposes or for marketing, we do not sell it, and we do not use it to train any AI model.** We may use figures that cannot identify you or anyone in your data (for example how many firms use a feature) to understand how the Service is used.

5.4 **Kept apart from other firms.** The Pilot Form says which arrangement applies to you.

- **Shared system (the normal arrangement):** your workspace runs in one system with other firms. Each firm's data is separated by a tenant key and database rules, and we test that one firm cannot read another's. **We cannot promise that a fault will never expose data.** If one does, clause 6 and Annex B apply.
- **Separate install:** your workspace runs in its own deployment with its own database and file storage. No other firm's data is in it.

5.5 **Our software.** The Service, its code, designs and documentation stay with us and the people we build it with (clause 14.1). During the pilot you have a **non-exclusive, non-transferable, free right to use the Service for your own business.** You do not get a copy of the code. You may not copy, resell, reverse-engineer or let another business use it.

5.6 **Your feedback.** If you suggest an improvement, we may use it without paying you or naming you. Your suggestion does not make you an owner of any part of the Service.

5.7 **Names.** We do not use your name or logo in marketing without your separate written agreement. You do not use ours in a way that suggests we endorse you.

6. Personal data

6.1 **Who is who.** Your Data includes personal data about your customers, your staff and the people in your photos. **For that data you are the controller and we are your processor.** The **Data Processing Agreement** (Annex B) is the written contract that Article 28 of the UK GDPR requires, and forms part of these terms.

6.2 **Our own data.** For your contact and account details and our own security logs, we are a controller in our own right. Our notice is at easyuselandscapingcrm.co.uk/privacy/.

6.3 **No special category data.** The Service is not built for health data, criminal offence data or children's data. **Do not put it in.** If you need to, tell us first; we may decline.

6.4 **Registration.** We are registered with the Information Commissioner's Office and have paid the data protection fee. Registration details are at turbokast.com/privacy.

6.5 **What you must tell people.** You are responsible for telling your customers and staff that you use the Service, and for your lawful basis for the data you hold.

7. QuickBooks and other connections

7.1 **Your own accounts.** If you connect QuickBooks Online, you do it with your own login and Intuit's own terms apply between you and Intuit. You can disconnect at any time in the Service or in QuickBooks, and we then stop reading and writing.

7.2 **What we do to your books.** The Service reads your QuickBooks data and, when you ask, creates draft invoices and bills from finished work. It is built to make **sparse updates only, create drafts only, and never delete, void or deactivate** anything in your books. **You remain responsible for your accounts. Check what the Service creates before you send or rely on it.**

7.3 **Other connections.** The Service sends email and phone notifications on your behalf and uses weather and postcode lookup services. Each is listed in Annex B.

8. After the pilot: £15 a month, only if you choose

8.1 **Nothing is charged automatically.** When the Pilot Period ends we charge you nothing and take nothing. We hold no card details for you, so we could not take a payment even by mistake. You decide whether to carry on.

8.2 **You opt in.** You carry on only if you actively subscribe, in a separate step, by accepting the subscription terms and giving your own payment details. Doing nothing never subscribes you.

8.3 **The price.** After the pilot the published price is **£15 a month for your whole business, with unlimited users and unlimited jobs.** It is the same for everyone. You are under **no obligation** to subscribe.

8.4 **VAT.** TurboKast Ltd is not registered for VAT and none is added to the £15. If we register, we tell you **at least 30 days before** it affects what you pay, and you may cancel without charge before it does.

8.5 **Reminders.** We tell you **in the app and by email 14 days and 3 days before** the end of the Pilot Period what happens next, how to subscribe, and how to export your data.

8.6 **Subscribing is a separate agreement.** It starts a separate agreement under our subscription terms, which we give you **before** you are asked to subscribe. Those terms are the contract for the paid service; anything we say about it here is a statement of intent. Until you have accepted them, no subscription exists and you cannot be charged. We intend those terms to let you cancel inside the Service in no more steps than it took to sign up, to remind you before each renewal, to give at least 30 days' notice of a price change, and never to block you from exporting your data.

8.7 **If you do not subscribe.** Your workspace is **read-only for 14 days** after the Pilot Period ends, so you can look and export. We email you on the first day and 3 days before the end of that period. Then clause 9.6 applies.

9. Ending the pilot and your data

9.1 **You may end it at any time**, without giving a reason, by emailing support@turbokast.com. There is no lock-in and no penalty.

9.2 **We may end it** (a) by **30 days' written notice** (email is fine), for example if we stop offering the Service or decide the pilot is not working for either side; or (b) **at once** if you seriously break these terms and do not fix it within 7 days of our telling you, or the law or a provider's terms require it, or your use puts the Service or another firm's data at risk. We tell you why.

9.3 **Competitor.** If a competitor of the firm the Service was built with has joined by mistake (clause 3.5), we may end the pilot on **14 days' notice**, and clause 9.5 applies in full.

9.4 **If we stop the Service** during the Pilot Period, we tell you as soon as we know, give you at least 30 days to export, and clauses 9.5 and 9.6 apply.

9.5 **Your data is returned, never held back.** However the pilot ends, **we never hold Your Data back**, whether or not you have given feedback and whatever the reason it ended. Within **10 Working Days** of your request, or of the end date if you have not asked sooner, we give you an **export** of Your Data **free of charge**: spreadsheet files (CSV) for the records and the original files for photos and documents. We tell you when it is ready. At the same time we disconnect your QuickBooks connection and revoke our access token.

9.6 **Deletion within 30 days of leaving.** "Leaving" is the end date of the Pilot Period if you have not subscribed, or the date you end the pilot earlier. **We delete Your Data from the Service within 30 days of you leaving.** You can ask us to delete it sooner once you have your export. Copies in provider backups then expire on the provider's schedule, which is **no longer than 90 days**, and we do not restore from a backup to recover Your Data after you have asked for it to be deleted. We confirm deletion in writing on request. We keep only what the law requires (for example, our correspondence with you). A free pilot has no billing records.

9.7 **What continues.** Clauses 5.2, 5.5, 5.6, 6, 9.5, 9.6, 11, 12 and 15 to 17 continue after the pilot ends.

10. Changes and security

10.1 **We may change the Service** during the pilot. We do not remove a feature your crews depend on without telling you at least **14 days** before, unless a security or legal reason makes that impossible, in which case we tell you as soon as we can.

10.2 **Planned work.** We aim to do maintenance outside Working Day hours and to tell you before anything that will stop the Service for more than a few minutes. This is an aim, not a guarantee.

10.3 **Security problems.** If you think a login or your data has been exposed, email support@turbokast.com at once with "URGENT" in the subject. We rotate access and tell you what we find. We read that mailbox on Working Days, so also telephone your Named Contact on the number on the Pilot Form.

11. Confidentiality

11.1 Each of us keeps the other's non-public business information confidential and uses it only for the pilot. We may share yours with people we engage and tools we use (those in Annex B) only as needed to run the Service for you.

11.2 **Our information includes** how the Service works behind the screens, its plans and its pricing before we publish it, and anything we tell you about other firms (which is nothing: clause 5.2).

11.3 This does not cover information that is already public, that you or we already had, or that we must disclose by law.

11.4 It continues for **3 years** after the pilot ends, and **indefinitely for personal data, credentials and source code**.

12. Liability

12.1 **Cap.** Subject to clause 12.5, our **total liability to you** arising from or in connection with the pilot, whether in contract, delict (including negligence), breach of statutory duty, misrepresentation or otherwise, is limited to **£2,500**. This follows the limit our Studio order terms (version 0.5, clause 15.1) set for a recurring service: the greater of the fees paid in the previous 12 months and £2,500. **You pay no fees in the pilot, so the figure is £2,500.** All claims under this contract share one limit.

12.2 **Data protection and confidentiality.** Our liability for breach of Annex B or clause 11 is limited to **£10,000 in addition to the limit in clause 12.1**, as in clause 15.2 of the Studio order terms. Our insurance (clause 13) does not pay regulatory fines or our own breach-response costs.

12.3 **What we do not cover.** We are not liable for indirect or consequential loss, loss of goodwill or loss of anticipated savings. **Loss of profit and revenue is not excluded; it sits within the limit in clause 12.1.** The direct losses we are liable for include the reasonable cost of restoring data from backup and of notifying people of a breach we caused.

12.4 **Tell us early.** Tell us in writing as soon as you become aware of a problem you think may give rise to a claim. We are not liable for any increase in loss caused by your delay in telling us, or for loss you could have avoided by acting reasonably, for example by keeping your own copy of your records (clause 3.7) or checking quotes and invoices before sending them (clauses 3.3 and 7.2). This does not shorten any period within which a claim may be brought.

12.5 **What is never limited.** Nothing in these terms limits our liability for **death or personal injury caused by negligence, fraud or fraudulent misrepresentation**, or anything else the law does not allow us to limit. Nothing here reduces the rights a person whose personal data is in the Service has against either of us under Article 82 of the UK GDPR. **Each limit and exclusion in this clause is separate** from the others.

12.6 **Your liability.** You are responsible for what your staff do with their logins and for the content you upload. Your liability to us is limited to the same amounts as ours, except for misuse of the Service or a breach of clause 5.5, which is not limited.

12.7 **People who work for us.** No director, employee or contractor of ours is personally liable to you for anything arising under this contract. Each of them may rely on this clause 12 under the Contract (Third Party Rights) (Scotland) Act 2017.

13. Insurance

13.1 TurboKast Ltd holds **professional indemnity insurance** and **public liability insurance** for its software and technology work. **We do not hold a separate cyber insurance policy.** So our own costs of investigating or responding to a data breach are not insured, and insurance does not pay regulatory fines. Each policy has its own terms, limits and exclusions and does not cover everything. Insurance does not widen what we are liable for: **our liability to you is set only by clause 12**, and a policy is not a promise to pay you. Details of the policies are confidential; ask us and we will give them to you for this contract.

13.2 If your own rules require us to hold other cover, tell us before you sign. If we cannot get it on reasonable terms, you may withdraw before the start date.

14. Our providers and the people we build with

14.1 **Who built it.** The Service was built with a Dundee landscaping firm that has rights in parts of the product, and TurboKast Ltd runs it and contracts with you. That firm has no access to Your Data, and we do not give it any (clause 5.2). The only thing we tell it about you is your business name, before you start (clause 3.5).

14.2 **Providers.** The Service runs on third-party services (hosting, email, accounting connection, weather, postcode lookup, phone notifications). We choose them with reasonable care, tell you promptly of changes we learn about that affect you, and are not responsible for a provider failing or changing its terms, except as Annex B says for personal data.

14.3 **AI tools.** We use AI coding assistants to build and test the software. We take steps so that Your Data does not reach them: we build and test with synthetic data, and we keep production data out of the files they read. We cannot promise that no personal data is ever included by mistake. If we find it has been, we tell you as a breach under Annex B. **As at 3 November 2026 the Service does not send Your Data to any AI service to run.** If that ever changes, Annex B clause 15 applies.

14.4 **Subcontractors.** We may use freelancers and tools to run the Service. **We remain responsible to you.**

15. Complaints and disputes

15.1 **Tell us.** Email **support@turbokast.com** with what happened and what you want. We acknowledge within **2 Working Days**. The director, Liam Humphreys, investigates and sends a written answer within **10 Working Days**.

15.2 **Meeting.** Within 10 Working Days of either of us asking, we meet (by video, or in Dundee). Either may bring an adviser. What is said is for settlement only.

15.3 **Court.** After **30 days from your complaint**, either of us may go to court. Claims up to £5,000 can be brought by simple procedure in the sheriff court, and we will not oppose that route. Nothing here shortens a legal time limit or reduces a right you cannot lose by law.

15.4 We are not a member of an alternative dispute resolution scheme but will take part in the steps above.

16. General

16.1 **Scots law; Scottish courts.** These terms are governed by **the law of Scotland**, and the Scottish courts have jurisdiction.

16.2 **Third-party rights.** No one other than you and us has any right to enforce these terms under the Contract (Third Party Rights) (Scotland) Act 2017, except as clause 12.7 says.

16.3 **Entire agreement.** The Pilot Form, these terms and Annex B are the whole agreement and replace anything said or written before, except that this does not limit liability for fraudulent misrepresentation. **Statements on our website, in the FAQ and in conversation are not part of the contract**, but the promises on our website that match this document (free, no card, no lock-in, your data returned, firms chosen not to compete with the Dundee firm) are the promises made here, with their conditions.

16.4 **Variation.** A change to these terms is only effective if we both agree it in writing (email is fine).

16.5 **Force majeure.** Neither of us is in breach because of something genuinely outside our control, including a failure of a third-party platform. This does not excuse a duty to return Your Data.

16.6 **Transfer.** Neither of us may transfer the contract without the other's written agreement, **except that we may transfer it to a company that takes over the EasyUse business, if we tell you at least 30 days beforehand and the company takes on every obligation here, including Annex B.** If you object on data-protection grounds in those 30 days, you may end the pilot and clauses 9.5 and 9.6 apply.

16.7 **Severability.** If a court finds part of these terms unenforceable, the rest continues.

16.8 **Notices.** Notices go by email: to you at the address on the Pilot Form, to us at support@turbokast.com. A notice is treated as received the next Working Day. A formal notice of serious breach is also sent by post.

17. Company details

Company	TurboKast Ltd, part of the EasyUse Software brand
Registered in	Scotland, number SC881077
Registered office	29 Commercial Street, Dundee, DD1 3DG
VAT	Not registered. No VAT is charged.
Contact	support@turbokast.com. Data protection requests: the same address, marked "Data protection"
Data protection	ICO registered; details and privacy notice: turbokast.com/privacy and easyuselandscapingcrm.co.uk/privacy/

Annex A: Pilot Form

Fill every box. Write "none" rather than leave one empty.

1. **Your business:** legal name; trading name; company number or "sole trader"; address.
2. **Your signatory** (authorised to bind the business): name, role, email, phone.
3. **Named Contacts:** yours (day to day) and ours (Liam Humphreys, support@turbokast.com).
4. **Start date**, and the end date (60 days later unless we agree an extension in writing).
5. **Size:** number of staff and number of crews who will use it.
6. **Features switched on for you** (jobs, rota, quotes, time, customers, spray diary, fleet, QuickBooks, weather, others).
7. **QuickBooks:** yes or no; the company file to connect; who connects it.
8. **What we will help you import** (staff, customers, rates, spreadsheets) and by when.
9. **Hosting arrangement** (clause 5.4: shared system or separate install).
10. **Personal data the Service will hold:** customers (names, addresses, phone, email, site details), staff (names, logins, hours), photos. **Special category data: no. Children's data: no. Criminal offence data: no.**
11. **Check-in day and time.**
12. **Competitor confirmation (clause 3.5):** "To our knowledge we are not a direct competitor of the Dundee landscaping firm the Service was built with, and we agree that TurboKast may tell that firm our business name before we start."
13. **Signatures:** "Signed for [your business]: name, date" and "Signed for TurboKast Ltd: Liam Humphreys, director, date".

Annex B: Data Processing Agreement (UK GDPR Article 28)

Not legal advice. Prepared without a solicitor. It follows the TurboKast Studio Data Processing Addendum (version 0.1, 27 October 2026), changed for a hosted service.

1. When it applies. It applies to the personal data in Your Data that we process on your behalf. **You are the controller; TurboKast Ltd is the processor.** For your contact and account details and our own security logs we are a controller in our own right (clause 6.2 of the terms).

2. Subject matter, duration, nature and purpose. Hosting, storing, backing up, restoring, migrating, supporting and fixing the Service for you, from the start date until clause 14 below is done. **No other purpose.** We do not use the data for our own purposes or for marketing, and we do not use it to train any AI model.

3. Types of data and people. Those in Annex A box 10: your customers (names, addresses, phone, email, site details), your staff (names, logins, hours) and people who appear in photos. No special category, criminal offence or children's data (clause 6.3 of the terms).

4. Your instructions. We process only on your documented instructions: this Annex, the Pilot Form and what you tell us in writing (email is fine). We tell you if an instruction looks unlawful and pause that part. You are responsible for your lawful basis, the information you give the people whose data it is, and your records.

5. Confidentiality. Everyone we allow near your data is under a written duty of confidentiality and has access only if they need it.

6. Security (Article 32). Named accounts and multi-factor sign-in for our operator access to hosting; no shared passwords; the minimum role needed; secrets held in the provider's variable store and never in code or email; passwords stored hashed; connections over HTTPS; your data separated from other firms' as clause 5.4 says; database backups with point-in-time recovery; access logged where the provider offers it; production data kept off our own laptops except briefly and on your written instruction. **Honest limits:** one person operates the Service; we hold no Cyber Essentials or ISO 27001 certification; job photos sit in object storage that the database backup does not cover; crew data waiting on a phone while it is offline is not encrypted on the device. If you need a certification, tell us before you sign.

7. Sub-processors. You give us general authorisation to use these, and we stay responsible for them (Article 28(4)). This is the list in force at 3 November 2026. It records what we checked in each provider's published documents and in our own configuration; those are standard provider terms, not contracts negotiated with you.

Sub-processor	What it does with your data	Where	Transfer safeguard	Checked
Railway Corporation (railway.com)	Hosts the application, the database and the job-photo storage. Holds all of Your Data.	Netherlands (Amsterdam region), so in the EEA	Data is stored in the EEA, which the UK treats as adequate. Railway is a US company; its data processing agreement applies the UK Addendum to the EU Standard Contractual Clauses to transfers from the UK.	3 Nov 2026

Sub-processor	What it does with your data	Where	Transfer safeguard	Checked
Resend (Plus Five Five, Inc.)	Sends the email you ask the Service to send (quotes, notices, password resets). Sees recipient addresses and message content in transit and in its logs.	United States (its primary processing)	Certified to the EU-US Data Privacy Framework and its UK Extension, and applies the UK Addendum to the EU Standard Contractual Clauses (its data processing agreement).	3 Nov 2026
Intuit (QuickBooks Online)	**Only if you connect it:** your accounting data, at your instruction.	United States and as Intuit states	Intuit states that it participates in the EU-US Data Privacy Framework and its UK Extension. In QuickBooks itself Intuit is also your own provider, under your own account.	3 Nov 2026
Zoho (Zoho Mail, EU data centre)	Holds the support emails you send to support@turbokast.com, which may contain personal data if you put it there. Used only for support.	EU data centre	Zoho's data processing addendum, which it says is based on standard contractual clauses. We have not yet confirmed whether it includes the UK Addendum.	3 Nov 2026
postcodes.io	Turns customer and site **postcodes** into map coordinates. We send the postcode only, with no name or other detail.	Not published by the provider	No contract. Safeguard is minimisation: postcodes only. We keep this under review (see clause 8).	3 Nov 2026
Browser push services (Google, Apple, Mozilla and Microsoft; whichever your staff member's browser uses)	Deliver phone notifications. They hold the device's push address. The message is encrypted and says only "Open the app to see your plan".	Chosen by the vendor	The message is encrypted end to end (RFC 8291), so the service cannot read it. Each vendor's own terms apply to the push address.	3 Nov 2026

Services that receive no personal data of yours. **MET Norway** (the Norwegian Meteorological Institute) receives only a weather grid point (coordinates rounded to 0.1 degree, about 7 km), never a site address or a name. Our monitoring alerts (email and Slack) contain only the names and timings of our own health checks, never Your Data. **Cloudflare** hosts our public website and the pilot application form; it does not hold Your Data. **GitLab** holds our code. Our **AI coding assistants** are not sub-processors on the basis in clause 15.

Not used in the pilot. **Stripe** takes card payments, but we take no payments in the pilot. If you subscribe, the subscription terms will say what Stripe does and under what safeguard, before you give it any details. **Met Office DataHub** is built as an optional second weather source and is not switched on. We would give you notice under clause 8 before using it.

8. Changes. We give you **at least 14 days' written notice** before adding or replacing a sub-processor. If you reasonably object on data-protection grounds in that time, we either keep your workspace off it or, if we cannot, you may end the pilot and clauses 9.5 and 9.6 of the terms apply. If you object to postcode lookup, we switch it off for your workspace: the rota map and travel estimates for new addresses then do not work.

9. International transfers. We do not transfer your data outside the UK except as you instruct us and only where a lawful safeguard applies under the UK GDPR transfer rules at the time (a UK adequacy regulation, the UK-US Data Bridge for a certified recipient, or the UK International Data Transfer Agreement or UK Addendum with a risk assessment). **We will not send personal data to a provider whose safeguard is not recorded in clause 7.**

10. People's rights. If someone asks us about their data, we pass it to you within **2 Working Days** and do not answer it ourselves. We help you respond to requests for access, correction, deletion and objection using the tools in the Service.

11. Breaches. We tell you of a personal data breach **without undue delay and in any event within 48 hours** of becoming aware of it; our target is 24 hours. We tell you what happened, what data is affected, the likely effect, what we are doing and who to speak to. This is a promise about how fast we tell you once we know, not that we will always notice: **if you think something has gone wrong, tell us straight away.** You decide whether to notify the ICO (within 72 hours of becoming aware) and the people affected; we help.

12. Our other help. Reasonable help with Articles 32 to 36 (security, breach notices, impact assessments, prior consultation); help beyond about 2 hours is agreed before we start. We keep the Article 30(2) records and cooperate with the regulator.

13. Audit. On request we give you, free of charge, the information you reasonably need to show we meet this Annex. We answer a security questionnaire first. You may then audit us, or appoint an independent auditor under a confidentiality undertaking, **once in any 12 months** on **30 days' written notice**, in working hours, at your cost, or sooner if a regulator requires it or after a breach affecting your data. An auditor may not see another firm's data.

14. Return and deletion. You choose whether we return or delete your personal data at the end. **We do not charge to return the data itself** in a standard format. We delete it from the Service within **30 days** of you leaving, on the timetable in clause 9.6 of the terms (provider backup copies expire within 90 days), and confirm in writing on request. We keep only what the law requires.

15. AI tools. As clause 14.3 of the terms. If a feature ever sends Your Data to an AI service, the provider is named in clause 7 and you are told **before** it touches your data.

16. Liability. As clause 12 of the terms, including the extra £10,000 in clause 12.2. Nothing here limits a duty to a person whose data it is, or their rights under Article 82 of the UK GDPR, or liability the law does not allow us to limit.

17. Changes, precedence and contact. We change this Annex only by written agreement, except sub-processor notice (clause 8) and a change the law requires. If a change would reduce your protection we tell you at least 14 days before it takes effect and you may end the pilot. On personal data this Annex prevails over the terms. It is governed by the law of Scotland. Questions, deletion requests and breach notices: **support@turbokast.com**, marked "Data protection". You can complain to the ICO (ico.org.uk, 0303 123 1113) at any time. We would rather you told us first, but you do not have to.