

# Countersurveillance Terms and Conditions of Service

## SECURITY GLOBAL LTD - TERMS AND CONDITIONS

*Access to, and the use of this site for browsing, services or any other reason is subject to the following terms and conditions and all applicable laws within the UK and the country that the site is viewed. All names, logos and marks appearing in this site, except as otherwise noted, are trademarks owned or used under license by Security Global Ltd, or its affiliates. You may not copy, modify, distribute, transmit or sell the contents of this site without the written permission of Security Global Ltd.*

*Security Global Ltd makes no warranties or representations, express or implied, about the accuracy, timeliness or completeness of this site including without limitation the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.*

*This site may contain technical inaccuracies or typographical errors. Neither Security Global Ltd nor any of its affiliates shall be liable for any direct, incidental, consequential, indirect or punitive damages arising out of access to, inability to access, or any use of the content of this site or the content of any site(s) linked to this site, including without limitation any damages to, or viruses that may infect, your computer equipment or other property, even if Security Global Ltd is expressly advised of the possibility of such damages.*

### **Use of Services**

- 1. Definition of terms:** *(I, we and us refer to Security Global Ltd). Client, customer, 'you' refers to a client of Security Global Ltd that has paid Security Global Ltd in part or in full for its' services.*
- 2.** *When instructing Security Global Ltd, you are entering into a legally binding agreement. Such an agreement obliges you (the client) to pay such fees as are agreed either verbally or in writing, and in return Security Global Ltd will carry out the requested services and provide you with a report on the outcome, written, orally, or in such a way as is deemed fit by Security Global Ltd.*
- 3. Refunds Policy.** *Where Security Global Ltd has been instructed to commence a service of any kind, and a of deposit or payment has been made by the client, these monies are non-refundable in full once Security Global Ltd has commenced work on the client's instructions. Any refund made or offered by Security Global Ltd will be limited by funds available after any direct or indirect liability incurred by Security Global Ltd including time used for the purpose of meetings, consultations, travel, or preparation has been covered. If no work has been commenced by Security Global Ltd, and it is agreed by Security Global Ltd that a refund can be made, a refund less 25% administration fee will be made.*
- 4. Fees.** *All fees for instructing Security Global Ltd are payable in advance of Security Global Ltd commencing work on any instructions for the client unless it is agreed in writing to start the work prior to payment. These fees are non-refundable unless agreed as per term (2) of Security Global Ltd terms and conditions.*

5. **Consultancy/appointment fees** and all associated expenses are payable and will be charged by Security Global Ltd at the rate of £210.00 per hour, whilst we or our agents are engaged at meetings either in person or indirectly by telephone, as a direct result of the consultancy. We will also charge mileage at £1.50 per mile and a traveling cost of £75.00 per hour per person plus any other travel or miscellaneous expenses incurred whilst traveling to or from an appointment or location. This charge is not applied for pre-arranged TSCM sweeps within the UK as there is no charge for travel to or from a sweep location within the UK.
6. Security Global Ltd, its agents, affiliates or representatives will make every effort through experience and also through the technical knowledge and equipment used, to ensure that all bugging or covert transmitters, recorders or any other aggressive system is identified and removed. Whilst we always endeavour to provide the most accurate information, we make no guarantee that the information contained in any reports provided to clients, whether implied or stated, either orally or in writing, are true and accurate. Security Global Ltd accepts no liability for any inaccuracies in its reporting, or the use, misuse or any loss arising directly or indirectly from its' reports.
7. Security Global Ltd will not knowingly carry out any services either directly or indirectly that may be in breach of data protection privacy laws. Any client that is found to be abusing the services of Security Global Ltd, for criminal or unlawful purpose will have their agreement(s) with Security Global Ltd terminated without notice. Security Global Ltd will always work within the law, and will assist any legally recognised authority in the prosecution of parties abusing its' services. Security Global Ltd cannot offer legal advice and therefore it is the client's full responsibility to seek the proper legal advice about what is lawful.
8. **Confidentiality.** Security Global Ltd, its agents and representatives will under no circumstances ever disclose client information to any party without being served the proper legal instrument that Security Global Ltd must comply with, or unless the client requests or gives authorisation in writing to do so. Security Global Ltd considers all client materials, identity data, and all confidential material relating to client investigations as highly confidential.
9. **Services offered.** If any payment is made to Security Global Ltd for any service whatsoever, it is on the understanding that Payment is for the work that Security Global Ltd or any persons working on behalf of Security Global Ltd are either about to carry out or have already carried out. Under no circumstances is payment made on the basis of accuracy or findings or the successful detection location or removal of any hidden electronic devices or bugs. Furthermore, if Security Global Ltd carry out a risk assessment, it is understood that the report and its recommendations are views and suggestions made by Security Global Ltd, and Security Global Ltd do not accept the responsibility of financial loss caused either directly or indirectly as a result of implementing in full or part or by not implementing the recommendations.
10. If for any reason the process of the sweep is halted by force or persuasion, or it becomes impossible due to safety or due to a person or persons preventing the continuation of the sweep, or requesting to stop the sweep, the full payment remains payable.