

Service Specific Terms and Conditions for SafeWeb Plus

These Specific Terms and Conditions for the SafeWeb Plus Service form Your Agreement with the Service Provider. Together with the Elite Group Standard Terms and Conditions and the Order Form.

1. Interpretation

1.1. In this agreement the following words will have the following definitions:

- **Dark Web** means the portion of the internet that is not indexed by conventional search engines and requires specific software, configurations, or authorisation to access. It is commonly associated with anonymous or hidden online activity, including both legitimate and illicit content.
- **Domain** means an internet domain name registered and maintained through a recognised domain name registrar, which provides a unique address (e.g., example.com) used to identify and access online resources, websites, or email services;
- **SafeWeb Plus Portal** means the web portal found at <https://app.safeweb.co/auth/sign-in>
- **SafeWeb Plus Service** means the service which when implemented, will search the Dark Web for Your Domain to identify breaches of email addresses and associated passwords;
- **Service Provider** means Elitetele.com plc t/a Elite Group, CRN: 3228824;
- **Standard Terms and Conditions** means the Elite Group standard terms and conditions that make up Your Agreement.
- **You/Your** means the Customer of the Service Provider who is participating in a trial for the SafeWeb Plus Service or is being invoiced for the SafeWeb Plus Service.

2. Service

- 2.1. The SafeWeb Plus service will search the dark web for Your Domain to identify breaches of email addresses and associated passwords and if identified will provide You with reports of such breaches only.
- 2.2. The Service Provider cannot provide any guarantee or warranty that the SafeWeb Plus Service will identify all or any breaches and You accept that the Service is performed on an endeavours-only basis.
- 2.3. The Service Provider will provide reports to the email address provided by You. It is Your responsibility to ensure that up to date email address contact details have been provided to the Service Provider.
- 2.4. SafeWeb Plus is a reactive service and the Service Provider will only provide reports after a breach occurs.
- 2.5. It is Your responsibility to ensure that email addresses and passwords and Your confidential and/or sensitive information are secured in line with best industry practice.
- 2.6. Where a breach is identified, it is Your responsibility to undertake the appropriate action to remediate the breach promptly and in line with best industry practice. You are responsible for all proactive and reactive cyber security measures You deem necessary if a breach of email address, passwords or other information has been identified. The Service Provider is not responsible for providing remediation services in the event of any breach.
- 2.7. The Service Provider accepts no liability for any breach of email, passwords or other information or Your failure to remediate any such breach. The Service Provider shall not be liable for any loss, damage, or consequence arising directly or indirectly from the existence of Your data on the Dark Web, or from the limitations of monitoring such environments, including the SafeWeb Plus Service.
- 2.8. The SafeWeb Plus Service is not intended to replace IT security best industry practice or any preventative cyber security measures.

3. Charges & Duration

- 3.1. The SafeWeb Plus Service will be charged at £11.99 per month, charged monthly in arrears and the payment terms are as detailed within the Standard Terms and Conditions.
- 3.2. You may terminate the SafeWeb Plus Service at any time by logging into the SafeWeb Plus Portal and cancelling Your service subscription.