



TripleAconsult Ltd (trading as Triple A Solutions)

Terms and Conditions

for Online Courses and Consultancy Services

and

Data Processing Addendum

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Confidential – Commercial Document



Terms and Conditions for Online Courses and Consultancy Services and Data Processing Addendum

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1. Introduction

1.1 Scope

These Terms apply to services provided by TripleAconsult Ltd (trading as Triple A Solutions).

1.2 Agreement

By purchasing or accessing the Services you agree to these Terms and Conditions.

2. Definitions

Unless the context otherwise requires, the definitions set out in this Clause 2 apply throughout these Terms and Conditions and the Data Processing Addendum.

2.1 Services

Online courses, consultancy services, configuration support, training, and related materials provided by Triple A Solutions.

2.2 Course Materials

Training materials, videos, documentation, templates, and other learning resources provided as part of the Services.

2.3 Confidential Information

Any non-public information relating to the business, systems, operations, or services of either party.

3. Interpretation

3.1 Construction

Headings are for convenience only and do not affect interpretation.



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4. Provision of Services

4.1 Service Delivery

Triple A Solutions shall provide Services with reasonable care and skill.

4.2 Updates

Services may be updated or modified where reasonably necessary to maintain quality or functionality.

5. Orders and Access

5.1 Access

Access to Services will be granted once payment has been received.

5.2 Client Responsibilities

Clients must ensure that their systems, software, and internet connectivity are suitable for accessing the Services and are responsible for maintaining the security of their own systems and user accounts.

6. Fees and Payment

6.1 Fees

Fees are those stated at the time of purchase.

6.2 Payment

Payment must be received before Services are delivered unless otherwise agreed.



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7. Cancellation

7.1 Cooling-off Period

Purchases may be cancelled within three working days provided course materials have not been accessed.

8. Limitation of Liability

8.1 Excluded Losses

Triple A Solutions shall not be liable for indirect losses, loss of profit, or loss of data.

8.2 Liability Cap

Total liability arising from the Services shall not exceed the fees paid for the relevant Services.

8.3 Aggregate Liability

The liability limits apply in aggregate to all claims arising from or in connection with the Services.

8.4 Consumer Rights

Nothing in these Terms limits or excludes rights under applicable consumer protection laws including the Consumer Rights Act 2015.

9. Intellectual Property

9.1 Ownership

All intellectual property rights in the Services and Course Materials remain the property of Triple A Solutions.

9.2 Licence

A limited, non-exclusive licence is granted to use the Course Materials for personal or internal training purposes only.

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9.3 Use of Course Materials and Access Restrictions

Access to Online Courses and Course Materials is granted solely to the individual or organisation that has purchased the relevant course licence.

The Client shall not, and shall ensure that its employees, contractors, or users do not:

- share, transfer, or permit access to course accounts, login credentials, or course access links with any third party;
- copy, reproduce, distribute, publish, transmit, or otherwise make Course Materials available to any third party;
- record, screen capture, stream, or redistribute course content, whether in whole or in part;
- use the Course Materials for the delivery of training to others, whether commercially or internally, without prior written permission of Triple A Solutions.

Course licences may not be shared between multiple individuals unless expressly authorised in writing.

Triple A Solutions reserves the right to suspend or terminate access where unauthorised sharing or distribution is suspected.

10. Confidentiality

10.1 Obligation

Each party agrees to keep Confidential Information confidential.

11. Termination

11.1 Termination Rights

Triple A Solutions may terminate Services if payment is not made or Terms are breached.



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12. Assignment

12.1 Assignment

The Client may not assign rights without written consent.

13. Force Majeure

13.1 Events Outside Control

Triple A Solutions shall not be liable for failures caused by events outside reasonable control.

14. Data Protection and Third-Party Platforms

14.1 Compliance

Both parties shall comply with UK GDPR and the Data Protection Act 2018.

14.2 Platform Terms and Use

Where the Services involve the use of third-party platforms, the Client's use of such platforms remains subject to the provider's own terms, privacy policies, and security practices.

14.3 Authorisation for Platform Support

The Client authorises Triple A Solutions to liaise with such providers and authorise access to the Client's account where reasonably necessary to diagnose technical issues, provide support, or assist with configuration.

14.4 Access Limitations and Data Protection

Access shall be limited to what is reasonably required to resolve the issue. Triple A Solutions shall implement appropriate measures to protect Personal Data processed on the Client's behalf and retain such data only as long as necessary to deliver the Services or comply with legal obligations.



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14.5 International Data Transfers

Where Personal Data is transferred outside the United Kingdom, appropriate safeguards shall be implemented in accordance with applicable data protection legislation.

14.6 Platform Responsibility and Liability

Triple A Solutions shall not be responsible for platform operations, configuration decisions, or security incidents arising solely from the acts or omissions of third-party platform providers.

15. Information Security

15.1 Security Controls

Triple A Solutions maintains technical and organisational measures to protect systems and data.

15.2 Shared Responsibility Model

Cloud security responsibilities operate under a shared responsibility model between the platform provider, Triple A Solutions, and the Client.

16. Client Implementation of Security Recommendations

Where Triple A Solutions provides recommendations relating to security, configuration, or compliance, the Client remains responsible for implementation decisions.

Triple A Solutions shall not be responsible for incidents or compliance failures arising from the Client's decision not to implement or delay implementing such recommendations.

18. Waiver

A failure or delay by either party to exercise any right or remedy under these Terms shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy.



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19. Entire Agreement

These Terms represent the entire agreement relating to the Services.

20. Law and Jurisdiction

These Terms are governed by the laws of England and Wales.

21. Contact Details

Triple A Solutions
Suite 6 Beaufort Court
Admirals Way
Canary Wharf
London E14 9XL
Email: team@3asolutions.tech



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Data Processing Addendum

1. Definitions

Terms such as Data Controller and Personal Data have the meanings given under UK GDPR.

2. Roles of the Parties

The Client acts as Data Controller and Triple A Solutions acts as Data Processor when processing Personal Data to deliver Services.

3. Processing Instructions

Personal Data will only be processed on the documented instructions of the Client.

4. Security Measures

Appropriate security measures including access controls, monitoring, and patch management shall be implemented.

5. Sub-Processors

Where third-party providers are used, reasonable steps will ensure appropriate data protection safeguards.

6. International Transfers

Transfers outside the UK will only occur with appropriate safeguards such as Standard Contractual Clauses.

7. Data Subject Rights

Triple A Solutions will assist with Data Subject rights requests where reasonably practicable.



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8. Personal Data Breaches

Triple A Solutions will notify the Client without undue delay upon becoming aware of a Personal Data breach.

9. Retention and Deletion

Personal Data will only be retained as long as necessary to deliver the Services or meet legal obligations.

10. Duration

This Addendum remains in force for the duration of the Services agreement.