

Artemis Cyber Security Bundles – Terms & Conditions

1. Service Scope and Limitations

Artemis Cyber Security Bundles are billed on a per user basis.

Bundles exclude coverage for servers, virtual machines (VMs), and firewalls unless otherwise specified.

Endpoint protection for servers and virtual machines will incur additional charges per instance.

Managed Detection and Response (MDR) and 24/7 Threat Monitoring for servers, VMs, and firewalls are not included in standard bundles and will be charged separately.

2. Add-On Services

Email security and cloud back-up services will attract additional charges per Microsoft 365 or Google Workspace seat beyond the base user count.

Dark Web Monitoring includes monitoring of each end user's credentials but excludes the cost per domain. Each domain monitored will incur extra charges.

Cloud back-up is subject to a Fair Use Policy of 150GB per user. Artemis reserves the right to review usage and apply surcharges or recommend alternative arrangements for excessive usage.

3. Cyber Essentials Certification Support

Cyber Essentials certification support includes Artemis professional services:

- a. Initial Gap Analysis
- b. Remediation of minor non-conformities
- c. Submission of the application
- d. Response to auditor queries

The IASME certification cost is excluded and is billed separately based on your organisation's size. Further information is available at <https://iasme.co.uk/cyber-essentials/>.

4. Customer Responsibilities

The Customer agrees to provide accurate information about their infrastructure and user count.

The Customer is responsible for ensuring all applicable endpoints and domains are disclosed to ensure proper service coverage.

The Customer must notify Artemis of any significant changes to their IT environment (e.g., new users, servers, domains).

5. Billing and Charges

All additional services and charges (as detailed above) will be itemised and billed monthly or as agreed in your service agreement.

Pricing is subject to change with 30 days' written notice.

6. Service Levels and Availability

Standard response times and SLAs are as per your primary Managed Services Agreement with Artemis.

Any custom SLA requirements must be agreed in writing.

7. Liability and Warranty Disclaimer

While Artemis takes reasonable measures to secure your systems, no service can guarantee 100% protection against all threats.

Artemis shall not be liable for any indirect, incidental, or consequential damages arising from the use of its cyber security services.

The Customer is responsible for implementing internal policies and staff training alongside technical controls.

8. Termination and Changes

Either party may terminate cyber security services with 30 days' written notice, unless otherwise agreed.

Artemis reserves the right to modify these Terms from time to time with reasonable notice.

9. General Terms Reference

Artemis Cyber Security Bundles are subject to Artemis general terms & conditions, Professional Services terms, and Managed Services terms which are available upon request or accessible to download at: www.artemis.uk.com/terms