

IKON ICT

Website and Customer Legal Pack

Website Terms, B2B Customer Terms, Acceptable Use Policy and Privacy Notice

Ikon Comms Ltd trading as Ikon ICT | Version 1.0 | Effective from 5 October 2026

Confirmed company and operating details

- Ikon Comms Ltd trading as Ikon ICT, company number 17119071.
- Registered office: 20 Wenlock Road, London, England, N1 7GU. VAT: GB517066595.
- General: info@ikon-ict.com | Support: support@ikon-ict.com | Accounts: accounts@ikon-ict.com.
- Privacy: privacy@ikon-ict.com | Complaints: complaints@ikon-ict.com | Abuse/security: abuse@ikon-ict.com.
- Normal support hours: Monday-Friday, 08:30-17:30, excluding public holidays in England.
- Target initial responses: Critical 4 business hours; High 8 business hours; Normal 1 business day; Low 3 business days.
- General service invoices: 30 days. Hardware and third-party purchases may require payment before order; projects may use staged payments stated in the Order.
- Liability approach: 125% of charges for the affected service, capped at £50,000, subject to non-excludable liabilities.
- Customer and support records: 6 years and 24 months respectively; security logs: normally 12 months.

1. Website Terms of Use

This website is operated by Ikon Comms Ltd trading as Ikon ICT ("Ikon ICT", "we", "us"). By using it, you accept these website terms. Service contracts are governed by the applicable Order, service schedule, Customer Terms and Acceptable Use Policy.

Information and permitted use

Website material is general information and is not legal, regulatory, financial or technical advice. Prices, savings, coverage, availability and dates are indicative unless confirmed in an accepted Order. You may use reasonable extracts for lawful internal business purposes, but must not scrape, republish, overload, probe, disrupt, reverse engineer or misuse the website.

Intellectual property and third parties

We or our licensors own website content and branding. Third-party links and products are governed by their own terms and are not endorsed merely because they are linked.

Availability, security and liability

We do not promise uninterrupted or error-free website access. Nothing excludes liability that cannot lawfully be excluded, including death or personal injury caused by negligence, fraud or fraudulent misrepresentation. For business users, we are not liable for indirect or consequential loss or loss of profit, revenue, business, savings, goodwill or data arising solely from website use. Consumer statutory rights are unaffected.

Law and contact

English law applies. The courts of England and Wales have jurisdiction, subject to mandatory consumer rights. Contact info@ikon-ict.com. Privacy and cookies are governed by the Privacy Notice and cookie controls.

2. Customer Terms of Business (B2B)

Contract formation and priority

The Contract comprises, in descending priority: the Order; applicable service schedule; data processing addendum; these Customer Terms; and Acceptable Use Policy. An Order is accepted when we confirm acceptance, begin supply at the Customer's request, or the Customer uses the Service. Customer purchase terms apply only if signed by us.

Services and Customer responsibilities

We will perform agreed Services with reasonable care and skill and may use qualified subcontractors. The Customer must provide accurate information, authority, access, safe premises, supported systems, licences, backups and timely decisions; follow security instructions; nominate authorised contacts; and disclose service dependencies. Dates and targets are estimates unless expressly stated as binding service levels.

Support targets

During support hours, target initial responses are: Critical 4 business hours; High 8 business hours; Normal 1 business day; Low 3 business days. Targets cover acknowledgement and triage, not guaranteed resolution. Out-of-hours support is included only for customers whose Order says so; otherwise it may be accepted on reasonable endeavours and charged separately.

Charges and payment

Charges exclude VAT unless stated. General service invoices are due within 30 days. Hardware, licences and third-party purchases may require payment before order, and projects may use deposits or staged payments specified in the Order. Genuine disputes must be notified promptly with reasons. Statutory interest, fixed compensation and reasonable recovery costs may be claimed on overdue B2B debts. Suspension is considered case by case after written notice and only where proportionate and lawful.

Price and supplier changes

We may pass through documented supplier, tax, regulatory or exchange-rate changes after at least 30 days' notice where practicable. Third-party commitments remain payable. Material discretionary increases above 10% in 12 months allow termination of the affected recurring Service without our own early termination charge, but unavoidable disclosed supplier charges remain due.

Hardware and third-party services

Risk in hardware passes on delivery; title passes on full payment. Microsoft, carriers, registries, cloud and energy suppliers impose separate terms, commitments and limitations disclosed before order. We do not control their outages, product withdrawal, licensing or pricing, but will provide reasonable assistance.

Telecoms and connectivity

VoIP is rolling monthly with 30 days' written notice unless the Order states another minimum term or upstream commitment. Broadband and leased-line minimum terms are those stated in the Order. Availability, porting, speeds and installation depend on networks, surveys, permissions and accurate records. VoIP and emergency calling may fail during power, internet or equipment outages; the Customer must maintain current location details and suitable resilience.

Microsoft 365, security and backups

Services may include licensing and full tenant administration. Licence commitments depend on the selected Microsoft product. Each party will use appropriate security measures. The Customer remains responsible for verifying backups and testing restores unless a managed backup service is specifically ordered. No control eliminates all risk.

Data protection and confidentiality

Each party complies with applicable UK data protection law. Each is an independent controller for its own administration. Where we process data solely on Customer instructions, a compliant data processing addendum applies. Each party protects confidential information and uses it only for the Contract, subject to lawful disclosure.

Intellectual property

Each party retains pre-existing intellectual property. On full payment, the Customer receives a non-exclusive internal-use licence to bespoke deliverables unless an Order expressly transfers ownership. We retain reusable tools, templates, methods, scripts and know-how, excluding Customer confidential information.

Liability

Nothing limits liability for death or personal injury caused by negligence; fraud or fraudulent misrepresentation; breach of title; deliberate default; or liability that cannot legally be limited. Subject to that, neither party is liable for indirect or consequential loss or loss of profit, revenue, business, anticipated savings or goodwill. Our aggregate liability for an affected Service in a Contract Year is limited to 125% of the charges paid or payable for that Service in that Contract Year, capped at £50,000. Data loss liability is limited to reasonable restoration from the latest usable backup the responsible party was contractually required to maintain.

Term, termination and exit

Terms and minimum commitments are stated in the Order. Either party may terminate for material breach not remedied within 30 days, or for insolvency where lawful. Immediate proportionate action may be taken for serious illegality, fraud or security risk. Accrued charges and unavoidable disclosed supplier commitments remain due. Exit assistance is chargeable unless included.

Complaints and general

Complaints to complaints@ikon-ict.com are acknowledged within 2 business days, with a substantive response or progress update within 10 business days and director escalation if unresolved. Applicable ADR information will be provided. English law and the courts of England and Wales apply. No third party has rights under the Contracts (Rights of Third Parties) Act 1999.

3. Acceptable Use Policy

Users must use Services lawfully, responsibly and securely. The Customer is responsible for use by its personnel, guests, devices and credentials except to the extent caused by our breach.

Prohibited uses

- Crime, fraud, threats, unlawful surveillance or infringement of intellectual property, privacy or confidentiality.
- Spam, unlawful direct marketing, spoofing, open relays or falsified caller identity.
- Unauthorised access, interception, scanning, exploitation, malware, denial-of-service, cryptomining or circumvention of controls.
- Artificial telecoms traffic, revenue-share abuse, premium-rate abuse or abnormal automated load.
- Resale or extension outside authorised users and sites.

Security and enforcement

Users must protect credentials, use MFA where available, patch supported systems and report incidents to abuse@ikon-ict.com. We may process limited traffic and service data to operate, secure and troubleshoot Services. We may block traffic, isolate devices or suspend affected Services where reasonably necessary and proportionate, normally after notice unless urgent action is needed.

4. Privacy Notice

Controller and contact

Ikon Comms Ltd trading as Ikon ICT, company number 17119071, registered office 20 Wenlock Road, London, N1 7GU, is the controller for this notice. Contact privacy@ikon-ict.com.

Data and sources

We process business contact, account, contract, billing, support, communications, device, network, usage, call, security, website, cookie-choice and marketing data. We obtain it from individuals, their organisations, service use, authorised partners including Fidelity Energy, suppliers, public business sources and connected systems. Support access may incidentally expose Customer-held data, for which we normally act as processor.

Purposes and lawful bases

- Enquiries, quotations and contracts: pre-contract steps, contract and legitimate interests.
- Service delivery, administration, security and improvement: contract and legitimate interests.
- Billing, tax, fraud prevention, legal claims and regulatory duties: contract, legal obligation and legitimate interests.
- Business marketing, mainly to prospects and sometimes existing customers: legitimate interests where permitted, or consent where required, with a clear opt-out.
- Google Analytics and other non-essential storage/access technologies: consent where required.

Sharing and transfers

We share necessary data with authorised IT, Microsoft, telecoms, connectivity, hosting, CRM, ticketing, remote-support, security, billing, accounting, payment, energy brokerage, professional and regulatory providers. International transfers use applicable adequacy regulations or safeguards such as the UK IDTA or Addendum.

Retention

Customer contract and financial records are normally retained for 6 years; support tickets and remote-session logs for 24 months; security logs for 12 months; marketing information until objection or withdrawal plus a minimal suppression record. Exceptions apply where law, security or disputes require longer retention.

Rights, marketing and complaints

Individuals may have rights of access, correction, erasure, restriction, objection, portability and withdrawal of consent. Contact privacy@ikon-ict.com. Marketing includes an unsubscribe method. Complaints may also be made to the Information Commissioner's Office.

Cookies

The website may use cookies and similar storage and access technologies, including analytics technologies such as Google Analytics. Where consent is required, non-essential technologies will not be activated until an appropriate consent choice has been made. Google Search Console may be used to understand how the website appears and performs within Google Search and does not normally place visitor-facing analytics cookies on the website. Our standalone Cookie Policy explains the technologies used, their purposes and how visitors can manage or withdraw their choices.