

Free 14 Day MDR Trial: Terms and Conditions

1. The offer

The Free 14 Day Managed Detection and Response Trial is offered by Amicis Group to eligible organisations for the purpose of evaluating Amicis Group's MDR service.

The trial is offered at Amicis Group's discretion and is subject to these terms, technical assessment and agreement between Amicis Group and the participating organisation.

Submission of a trial request does not create an obligation on Amicis Group to provide the trial.

2. Eligibility and acceptance

Amicis Group reserves the right to accept or decline any request for a trial.

Before commencing a trial, Amicis Group may assess the organisation's technical environment, security controls, infrastructure, available integrations and other relevant requirements.

Amicis Group may decline, postpone or modify a proposed trial where it reasonably considers that:

- the trial cannot be deployed safely or effectively
- the organisation's environment does not meet the necessary technical requirements
- appropriate access, permissions or information have not been provided
- implementation would create an unacceptable operational, security or commercial risk
- the requested scope is inappropriate for a trial
- the organisation or proposed use falls outside Amicis Group's normal service criteria

Amicis Group is not required to provide a reason for declining a trial.

3. Trial scope

The precise scope of each trial will be agreed before commencement.

The services, systems, endpoints, users, data sources and integrations included in the trial may vary depending on the customer's environment and the technical feasibility of deployment.

A 14-day trial does not necessarily include every feature, integration or service available as part of a full commercial MDR service.

The trial period will normally begin when Amicis Group confirms that the agreed monitoring service has been activated.

4. Customer responsibilities

The participating organisation is responsible for:

- providing accurate information about its environment
- obtaining any necessary internal approvals and permissions
- ensuring it has authority to permit Amicis Group to access or monitor the systems included within the trial
- providing appropriate technical access and cooperation
- maintaining appropriate backups and business continuity arrangements
- informing Amicis Group of any systems, applications or processes where changes or interruptions could create material operational risk

The customer remains responsible for the operation, administration and security of its systems throughout the trial.

5. Operational risk

Amicis Group will take reasonable care when configuring and delivering the trial.

However, the customer acknowledges that the installation, configuration, integration and operation of cyber security technology may involve inherent technical and operational risks.

Amicis Group does not guarantee that the trial will operate without interruption or that deployment will have no impact whatsoever on the customer's systems.

Where Amicis Group considers that deployment or continued operation could create an unacceptable risk to the customer's environment, Amicis Group may suspend, modify or terminate the trial.

6. No security guarantee

Managed Detection and Response is intended to improve an organisation's ability to identify, investigate and respond to security activity.

No cyber security service can prevent or detect every threat, vulnerability, compromise or cyber incident.

The trial therefore does not constitute a warranty or guarantee that:

- the customer's environment is secure
- all malicious activity will be detected
- all cyber incidents will be prevented
- every alert or vulnerability will be identified
- the customer will not experience data loss, operational disruption or other security incidents

The customer remains responsible for maintaining appropriate cyber security, backup, recovery and business continuity controls.

7. Response and remediation

Where suspicious or potentially malicious activity is identified during the trial, Amicis Group may notify the customer and provide guidance or assistance in accordance with the agreed trial scope.

Unless expressly agreed in writing, the trial does not include unlimited remediation, incident response, recovery services or responsibility for making changes to the customer's production environment.

Any additional services requested outside the agreed trial scope may be subject to separate agreement and charges.

8. Trial availability

The offer is subject to availability and operational capacity.

Amicis Group may amend, withdraw or suspend the Free 14 Day MDR Trial offer at any time.

Existing trials may also be suspended or terminated where reasonably necessary for security, technical, operational or legal reasons.

9. Charges

There is no charge for the MDR service provided within the agreed scope of the 14-day trial.

Any work, hardware, software, licences, third party services or professional services falling outside the agreed trial scope will only be chargeable where separately agreed with the customer.

Participation in the trial does not oblige the customer to purchase an MDR service following completion.

10. Data and confidentiality

Information obtained by Amicis Group in connection with the trial will be handled in accordance with applicable data protection law, Amicis Group's Privacy Policy and any applicable contractual or data processing arrangements agreed between the parties.

Both parties should treat confidential technical, security and commercial information disclosed in connection with the trial as confidential.

11. Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to the above, Amicis Group will not be liable in connection with the free trial for indirect or consequential loss, loss of profit, loss of revenue, loss of business, loss of anticipated savings or loss arising from interruption to business.

To the fullest extent permitted by law, Amicis Group's aggregate liability arising directly from the provision of the free trial will be limited to £500

12. Ending the trial

Either party may end the trial at any time.

Amicis Group may immediately suspend or terminate the trial where it reasonably considers this necessary to protect the customer's systems, Amicis Group's systems, third parties or the security and integrity of the service.

At the end of the trial, monitoring and other trial services will cease unless the parties agree to continue under a separate commercial agreement.

13. No automatic conversion

The trial will not automatically convert into a paid service.

If the customer wishes to continue using Amicis Group's MDR service following the trial, the parties will agree the scope, pricing and applicable commercial terms separately.

14. Governing terms

These trial terms should be read alongside any applicable Amicis Group service terms, confidentiality agreement, data processing agreement or other agreement entered into between the parties.

In the event of any conflict, the terms of a separately executed agreement between Amicis Group and the customer will take precedence.

15. Governing law

These terms are governed by the laws of England and Wales and the courts of England and Wales will have jurisdiction, unless otherwise agreed in writing.