Site-Hub Customer Terms and Conditions

Version 2.0 | Effective date: 06/11/2026

Business customers and standalone-app users • England and Wales

1. Who we are and what these terms cover

1.1 These terms are between Site-Hub Software Limited, company number 17426488, registered office 97 High Road, Broxbourne, Hertfordshire, EN10 7BN ("Site-Hub", "we", "us"), and the business subscribing to the Service ("Customer", "you").

1.2 The "Service" is the Site-Hub web administration area at https://site-hub.info, its workforce mobile app and the features included in the Customer's selected package. Optional products and features are described in section 3.

1.3 These terms are intended for business customers, not consumer subscriptions. Standalone personal purchases of Quotations or Measure through Apple App Store or Google Play are dealt with in section 6; applicable mandatory consumer rights and store terms continue to apply.

1.4 By accepting these terms, submitting an order, paying for or using the Service, the Customer agrees to them. Anyone acting for a business confirms they have authority to bind that business.

1.5 The order, plan description or accepted quotation identifies the purchased package, price, any setup fee, number of permitted users and applicable optional services. If there is a conflict, an expressly agreed written order takes priority over these standard terms only for the conflicting commercial detail.

2. Accounts, roles and users

2.1 Each Customer has its own logically separated company workspace. Authorised users may be assigned roles such as staff, manager, office admin or super admin. A user is associated with one company workspace under the current account model.

2.2 The Customer's super admin manages invitations, access rights, removals and account information. The Customer is responsible for its users, including ensuring that access is withdrawn when a person leaves or changes role.

2.3 Users must protect their credentials and promptly report suspected compromise to info@site-hub.info. The Customer must not knowingly share individual accounts or exceed the users included in its package.

2.4 The Customer is responsible for informing staff and other individuals about collection and use of working-time, location-at-clock-in, reports, photographs, voice recordings and other personal data, and for having an appropriate lawful basis.

3. Packages, functionality and changes

3.1 Depending on the purchased package, functionality may include sites, assignments, clock-in/out, geofence checks, PPE and document checks, induction and onboarding, working hours, wage calculations, payroll exports, expenses, messaging, site reports, photographs, voice notes, quality-assurance forms, compliance and training documents and certificates.

3.2 Optional or separately priced functionality may include ductwork quotations, drawing and supplier-document analysis, costing, quotation reports, duct measurement and cutting-list sheets, and the standalone Site Reports and Measure apps.

3.3 Features, availability and permitted user numbers are determined by the current plan or written order. We may improve or update the Service. We will give reasonable advance notice of a material adverse change to a paid feature and, where appropriate, offer a fair adjustment or an opportunity to cancel before that change takes effect.

3.4 Site-Hub is a management tool, not a substitute for professional review, site supervision, competent design or legal compliance.

4. Charges, billing, VAT and payment

4.1 Subscription fees and any setup charges are those stated in the accepted plan or order. Subscription fees are charged monthly in advance on the anniversary of the Customer's subscription start date ("Renewal Date"). The paid subscription period

runs until immediately before the next Renewal Date. Where a customer's usual renewal date does not exist in a shorter month, the subscription will renew on the last calendar day of that month. The current subscription period will end immediately before the new renewal period begins.

4.2 Unless expressly stated otherwise, all business prices are exclusive of VAT, which will be added at the applicable rate. A setup fee, if applicable, is due with the first subscription payment and is non-refundable except as required by law or expressly agreed in writing.

4.3 Payment is processed by Stripe or another payment provider we notify to the Customer. The Customer authorises charges in accordance with its agreed plan. Payment card information is processed by the payment provider; Site-Hub does not need to receive full card details.

4.4 The Quotations feature includes an allowance of 10 new quotations created in each monthly subscription period where that feature is included in the plan. Every quotation created, including a draft, counts towards the allowance. Unused allowance does not carry forward. Each additional quotation created costs £4.00 excluding VAT. Excess charges will be invoiced with the next monthly bill, or on a final invoice following cancellation. Deleting or duplicating a quotation does not affect the number of quotations counted towards the customer's monthly allowance. Once a quotation has been created, it counts towards the allowance regardless of whether it is subsequently deleted or duplicated.

4.5 Where the Customer configures its own supported AI API key and pays the AI provider directly, the 10-quotation allowance and £4.00 per-extra-quotation charge do not apply to quotations created through that arrangement. Creation of quotations remains subject to fair-use and technical safeguards in section 7. The Customer bears all charges levied by its AI provider.

4.6 If a subscription payment fails, we will send a manual reminder to the Customer’s account contact or super admin. If payment remains outstanding seven calendar days after the due date, we may suspend access after notifying the Customer. We may send further reminders during that period. Suspension does not cancel amounts already due or automatically delete data. We will restore access within a reasonable time after cleared payment, subject to technical availability and any other unresolved breach.

4.7 Site-Hub does not currently operate a debt-collection or legal recovery process for unpaid subscriptions. This is a current business policy, not a waiver of charges already incurred. We may decide to end a subscription after non-payment and will notify the Customer.

4.8 Subscription fees paid for a started subscription period are not refundable for a mid-period cancellation, except where required by law or expressly agreed in writing. We may change standard subscription pricing for a future renewal by giving at least 30 days’ notice; the Customer may cancel before the first renewal at the changed price.

5. Term, cancellation, suspension and exit

5.1 Subscriptions are rolling monthly agreements with no minimum term. The agreement begins when we activate the paid subscription or otherwise confirm commencement.

5.2 The Customer may cancel at any time before its next Renewal Date by emailing info@site-hub.info before their next renewal date. Cancellation will take effect at the end of the current paid subscription period, with no further renewal charges. Cancellation stops future subscription renewals and takes effect at the end of the current paid period. Access ordinarily continues until that period ends, unless suspended or terminated earlier under these terms.

5.3 For example, if a subscription renews on the 12th of each month and the Customer cancels on the 20th, access continues until immediately before the next 12th and the next subscription renewal will not be charged. There is no early termination fee or remaining minimum-term commitment.

5.4 We may suspend or terminate the Service for serious or repeated breach, unlawful use, security risk, or non-payment under section 4.6. Where reasonably practicable, we will explain the issue and allow an opportunity to remedy it. We may act immediately where needed to protect users, data or the Service.

5.5 On termination, access ends and the Customer should obtain available exports before the subscription ends. Export functionality is limited to the export features available within the Service; we do not guarantee a complete export of all underlying data, file types or metadata. The Customer may request information about available exports through support.

5.6 Following cancellation or termination of a subscription, customers will lose access to their Site-Hub account and associated data at the end of their paid subscription period. Site-Hub will retain customer data for 90 days following the

subscription end date, in accordance with Section 12.7 (Data Retention and Deletion). During this period, customers may request access to or an export of available data by contacting info@site-hub.info. Any such request will be subject to the technical capabilities of the Service and applicable data protection requirements. After the 90-day retention period, customer data will be deleted in accordance with Section 12.7, including the provisions relating to system backups and legally required records. Site-Hub does not guarantee that all customer data can be restored or exported following termination.

5.7 A personal account used for a standalone app may remain available after a business subscription ends, subject to the app's current free allowance and store purchases. Account deletion is irreversible once completed, subject to legal retention obligations and backup deletion cycles.

6. Standalone Site Reports and Measure apps

6.1 Site Reports and Measure are available as standalone mobile apps through Apple App Store and Google Play. They may include free usage allowances and one-off in-app purchases. The currently proposed free allowances are three Site Notes report starts and one Measure sheet.

6.2 In-app payments, receipts, refund requests and any store-specific consumer rights are administered under Apple's or Google's applicable terms. Nothing here excludes any statutory right the user has against Site-Hub.

6.3 Purchases are associated with the eligible signed-in account and may be restored on supported devices subject to store rules. They are not transferable or shareable between separate users unless the relevant store and product expressly permit it.

6.4 Standalone personal accounts do not provide business administration access or multi-user management unless the relevant business subscription is purchased.

7. Acceptable use and fair usage

7.1 The Service is intended for ordinary, legitimate business use within the purchased plan. Customers must not reverse-engineer or copy the software except as permitted by law; resell access without written permission; share user logins; introduce malware; upload unlawful or infringing material; attempt to access other customers' data; or deliberately disrupt or overload the Service.

7.2 Fair use covers, among other things, volumes of drawings and files, photographs, voice recordings, AI analysis, API requests, messaging, exports and automated activity. We do not currently set a general numerical storage or transcription allowance in these terms, other than the quotation charges in section 4.4. Reasonable use is assessed by reference to normal human-led use of the purchased functionality, the size and type of the Customer's operations, system security, and unusually disproportionate processing or infrastructure demands.

7.3 If usage appears excessive or threatens performance, security or disproportionate third-party costs, we will normally contact the Customer, explain the concern and seek a reasonable adjustment. If necessary we may impose proportionate technical limits, pause unusually intensive processing or propose a separately agreed paid arrangement. We will not impose undisclosed usage charges without the Customer's agreement.

7.4 We may restrict activity immediately where it presents a material security, legal or availability risk. We will explain the action as soon as reasonably practicable. Fair-use controls apply even where quotation creation is described as unlimited for customers using their own AI key; "unlimited" means no per-quotation Site-Hub charge or fixed quotation count, not unlimited processing capacity or immunity from abuse controls.

7.5 The Customer must ensure it has the necessary rights and permissions to upload drawings, photographs, supplier quotes, employee records and other content and to send reports, QA forms and cutting lists to third parties. The Customer is responsible for checking recipients and the contents of messages and attachments.

8. Customer data, intellectual property and professional judgement

8.1 The Customer retains ownership of content it and its users upload or create ("Customer Data"). The Customer grants Site-Hub the limited rights necessary to host, store, process, transmit, display and back up that data to provide and support the Service, subject to section 12.

8.2 Site-Hub retains its software, underlying methods, interfaces, branding and intellectual property. During an active subscription, the Customer receives a limited, non-exclusive, non-transferable right to use the purchased Service for its own internal business operations.

8.3 Site-Hub does not certify worker competence, validate training evidence or determine whether a site is safe. The Customer remains responsible for health and safety, CDM duties, PPE requirements, inductions, accreditations and regulatory compliance. Default settings and example forms are templates to be reviewed by the Customer.

8.4 Clock-in geofencing, clock-out location and verification flags depend on device accuracy, connectivity, settings and user inputs. Clock-in may be restricted by site boundaries while clock-out is recorded without the same boundary restriction under the currently described system. The Customer decides whether time records are accurate and what workers should be paid.

8.5 Payroll exports and wage calculations depend on rates and rules entered by the Customer. The Customer must review all outputs and remains responsible for tax, payroll, holiday pay, National Minimum Wage and employment-law obligations.

8.6 Quotations, costs, supplier documents, drawing analysis, measurements and duct cutting lists are aids to the Customer's work, not verified engineering, fabrication or pricing instructions. The Customer must review quantities, dimensions, missing prices, markups, exclusions, labour and supplier details before issuing quotes, ordering materials or fabricating ductwork.

8.7 Where supplier-document extraction is used, the current design extracts descriptive wording but does not automatically set supplier costs or selling prices. The Customer must enter or approve financial inputs.

8.8 AI-assisted analysis and voice transcription may contain omissions, inaccuracies or misinterpretations. Outputs must be checked by a competent person. Site-Hub does not warrant that AI output is complete, correct or fit for any particular purpose.

9. Third-party services and customer AI accounts

9.1 The Service uses third-party suppliers, including Createanet for UK hosting, Stripe for payment processing, Apple and Google for mobile-app services and, where enabled, mapping, transcription and AI services. The original draft identifies Google Maps, what3words, Deepgram and Anthropic.

9.2 Where a Customer provides its own AI API key, it is responsible for having a valid provider account, the provider's fees and terms, usage limits, and the lawfulness of sending selected content to that provider. Site-Hub may transmit relevant prompts, drawings or documents to the configured provider as necessary for the requested function.

9.3 We are not responsible for third-party outages outside our reasonable control, but this does not remove responsibilities that cannot lawfully be excluded. Third-party terms may apply separately to Customer-managed accounts.

9.4 The Customer must check destination email addresses and have authority to send invitations, QA forms, reports, orders and other communications through the Service.

10. Availability, support and maintenance

10.1 We will use reasonable care and skill in supplying the Service, but do not guarantee uninterrupted or error-free availability or a particular uptime percentage unless separately agreed in writing.

10.2 We may carry out planned maintenance and updates, and will aim to provide reasonable advance notice of material planned downtime where practicable.

10.3 Support is available at info@site-hub.info, Monday to Friday, 9:00am–5:00pm UK local time, excluding public holidays and any closure periods. These hours are contact hours, not a guaranteed response-time service level.

10.4 Mobile devices require appropriate connectivity, permissions and supported operating systems. Certain functions may queue data pending synchronisation; data that never successfully syncs may be lost if a device is lost, reset or damaged. Customers should keep devices and apps updated.

11. Liability

11.1 Nothing in these terms excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or restricted.

11.2 Subject to section 11.1, neither party is liable to the other for indirect or consequential losses. Subject to applicable law and reasonableness requirements, Site-Hub is not liable for loss of profit, revenue, anticipated savings, contracts or goodwill arising from use of the Service.

11.3 The Customer remains responsible for decisions based on data, time records, compliance checks, quotations, AI outputs and cutting lists. This allocation of responsibility does not exclude liability for Site-Hub's own breach of an obligation where exclusion would be unlawful or unreasonable.

11.4 Subject to section 11.1 and applicable law, Site-Hub's aggregate liability arising under or in connection with the agreement in any rolling 12-month period is limited to the subscription and usage fees paid or payable by the Customer to Site-Hub in that period.

11.5 The Customer will indemnify Site-Hub against reasonable third-party claims and losses arising from unlawful Customer Data or the Customer's deliberate misuse of the Service, to the extent caused by the Customer and subject to applicable law.

12. Privacy, security and data processing

12.1 For personal data relating to the Customer's staff, contractors and contacts entered into the Service, the Customer generally acts as controller and Site-Hub as processor. Site-Hub is a controller for its own billing, account administration and business contact data. Actual roles may vary for particular processing activities.

12.2 Customer data is hosted in the United Kingdom through Createanet, based in Devon, according to the current hosting arrangement. This statement does not mean that all third-party AI, mapping, messaging or transcription processing necessarily occurs in the UK. Any international transfers must have a lawful basis and appropriate safeguards.

12.3 We will process Customer personal data on documented instructions, use appropriate technical and organisational security measures, bind authorised personnel to confidentiality, assist the Customer with relevant data-subject requests and security obligations, and notify the Customer without undue delay after becoming aware of a personal data breach affecting Customer personal data.

12.4 The current product description is that mobile location is used while the app is open to check site boundaries at clock-in and record location at clock-out, without continuous background tracking.

12.5 We may use approved subprocessors needed to operate the Service. The current subprocessor list, international transfer arrangements, notice of changes, objection process, audit provisions, security details and deletion/return terms should be set out in a separate Data Processing Agreement ("DPA") incorporated into the customer contract.

12.6 The Customer is responsible for providing appropriate privacy information to its workers and other individuals and for its lawful basis for using location, attendance, voice recordings, photographs and other personal data.

12.7 Following cancellation or termination of a subscription, Site-Hub will retain customer data for a period of 90 days from the subscription end date. After this period, customer data will be permanently deleted from the active system, unless retention is required by law or for legitimate legal purposes. Data held within system backups may remain for a limited additional period and will be deleted in accordance with our hosting provider's standard backup retention and rotation procedures. Site-Hub may retain certain records, including invoices, payment information and transaction records, for longer periods where necessary to comply with legal, tax or accounting obligations. Once customer data has been permanently deleted from both the active system and applicable backups, it cannot be recovered.

12.8 Our privacy notice is available at site-hub.info/privacy. The DPA and privacy notice provide additional detail; neither replaces the Customer's own staff privacy notices.

13. Confidentiality

13.1 Each party must keep the other's non-public business and technical information confidential, use it only for the purposes of this agreement and disclose it only to persons who need to know and are subject to suitable confidentiality obligations.

13.2 This does not apply to information already lawfully public, independently developed or lawfully obtained without restriction, or disclosure required by law. Where lawful, the disclosing party will give advance notice of compelled disclosure.

14. Changes to terms

14.1 We may update these terms from time to time. We will give at least 30 days' advance notice by email to the Customer's super admin of material changes, identifying the effective date.

14.2 If the Customer does not agree to a material change, it may cancel before the change takes effect. Changes do not override mandatory rights or retrospectively impose charges for usage already completed.

15. General

15.1 These terms, the accepted plan or order, and the applicable DPA form the agreement. Any expressly agreed written variation takes precedence to the extent of a conflict.

15.2 Neither party is responsible for delay caused by events beyond its reasonable control, except for payment obligations already accrued. Each party must take reasonable steps to mitigate the effects.

15.3 The Customer may not assign the agreement without our written consent, not to be unreasonably withheld. We may assign it as part of a genuine business transfer, subject to continued protection of Customer rights and data.

15.4 Notices to Site-Hub may be sent to info@site-hub.info or its registered office. We may send notices to the current super admin or billing contact email address; the Customer must keep those addresses up to date.

15.5 If a provision is unenforceable, the remaining provisions continue. Failure to enforce a right immediately does not waive it.

15.6 Nothing creates a partnership, employment relationship or agency. Except where law requires otherwise, no third party may enforce these terms under the Contracts (Rights of Third Parties) Act 1999.

15.7 The agreement and non-contractual disputes arising from it are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction, subject to mandatory law.