**IntellOperations Terms of Service**

**Effective Date: May 1st, 2025**

**1. Introduction**

IntellOperations Ltd ("IntellOperations", "we", "us", or "our") is a security intelligence organization that partners closely with law enforcement agencies to proactively deter and respond to anti-social behavior, theft, and related criminal activities. We achieve this by remotely monitoring client-provided CCTV feeds, compiling evidentiary reports, and facilitating enforcement actions, including the issuance of banning notices (also known as **Notices of Prohibition**).

Our services are designed to identify offenders, prepare formal reports, and submit findings to the appropriate law enforcement or legal authorities. These Terms of Service ("Terms") govern your access to and use of IntellOperations’ services and platforms, and form a legally binding agreement between you ("Client", "you") and IntellOperations.

By registering for our services or continuing to use them, you acknowledge and agree to these Terms.

**2. Acceptance of Terms**

By becoming a registered client of IntellOperations, you agree to abide by all the terms, conditions, policies, and notices outlined herein. Your continued use of our services signifies your ongoing acceptance of these Terms.

**3. Changes to the Terms**

We reserve the right to amend these Terms at any time. Any updates will take effect 14 calendar days after notification is issued. Notification will be sent via our designated no-reply email address: noreply@intellops.co.uk. On the effective date of the new terms, clients will receive a confirmation notice from admin@intellops.co.uk. New contracts may be issued to reflect any changes for legal documentation and client acknowledgment.

**4. Eligibility**

IntellOperations reserves the right to deny or discontinue services to any entity or individual who fails to meet the following eligibility requirements:

* Must be at least 18 years of age.
* Must provide accurate, complete, and verifiable onboarding information.
* Must disclose truthful and current data management practices.
* Must not have been previously involved in criminal activity that could compromise service integrity.
* Must not engage in any activity that undermines public safety, civil integrity, or contradicts our code of ethics.
* Must not use our services to target or discriminate against protected groups or individuals.
* Must not be listed on any government or law enforcement watchlist, sanction list, or regulatory exclusion list.

**5. User Accounts**

**5.1 Account Creation**

Clients are required to complete a formal onboarding process which may include identity verification, security compliance checks, and signing of confidentiality agreements. All information provided during registration must be accurate and up-to-date.

**5.2 Security Responsibility**

You are solely responsible for maintaining the confidentiality of your login credentials. Any activity that occurs under your account is your responsibility. You must notify us immediately of any unauthorized use or security breach.

**5.3 Suspension and Termination**

We reserve the right to suspend or permanently terminate accounts for reasons including, but not limited to:

* Violation of these Terms
* Misuse of our services or platform
* Providing false information
* Abuse or harassment of staff or other clients
* Failure to cooperate during investigations

Termination may result in permanent loss of access to services, reports, or stored data.

**6. User Conduct**

Clients agree not to use our services for any unlawful, malicious, or harmful purpose. The following behaviours are strictly prohibited:

* Submitting false or misleading incident reports or footage
* Harassment or abuse of IntellOperations staff or law enforcement partners
* Attempting to gain unauthorized access to systems or restricted data
* Misuse or alteration of any official reports or notices
* Using our services to target individuals based on race, gender, religion, disability, or other protected characteristics
* Tampering with surveillance hardware or evidence
* Uploading or transmitting malicious software or code

We reserve the right to report any such activity to authorities and pursue civil or criminal penalties.

**7. Intellectual Property**

All materials produced and provided by IntellOperations, including but not limited to:

* CCTV evidence logs
* Witness statements
* Banning letters (Notices of Prohibition)
* Analytical or behavioural reports
* Written summaries or crime intelligence briefs

...are the sole property of **IntellOperations Ltd**, unless otherwise agreed in writing.

We reserve the right to share or distribute these materials at our sole discretion to relevant entities, including but not limited to:

* Local or national law enforcement agencies
* Data regulators such as the **Information Commissioner’s Office (ICO)**
* Legal representatives or prosecution authorities

Clients are not permitted to edit, publish, redistribute, or otherwise use these materials without written consent from IntellOperations.  
  
**8. User-Generated Content**

**8.1 Ownership**

Any content submitted by clients through our platforms—including uploaded CCTV footage, incident notes, access logs, or internal reports—remains the property of the client. However, by submitting such content, you grant IntellOperations a **worldwide, non-exclusive, royalty-free, perpetual license** to store, analyze, distribute (to authorities), and use such content to perform our services.

**8.2 Rights to Use and Modify**

You acknowledge and agree that we have the right to:

* Review and modify your submissions for clarity, compliance, or accuracy in reports.
* Incorporate your submissions into our formal documentation, including banning notices and police referrals.
* Share, disclose, or forward submissions to law enforcement or regulatory bodies.
* Archive content for auditing, compliance, or internal purposes.

**8.3 Responsibilities and Liabilities**

Clients are solely responsible for the legality, accuracy, and content of their submissions. Submitting false, misleading, defamatory, or illegal content may result in account suspension, legal action, or immediate service termination. IntellOperations is not responsible for verifying the authenticity of client submissions, although we reserve the right to reject or investigate suspicious content.

**9. Payment and Fees**

**9.1 Pricing Structure**

Pricing is tailored to each client's store environment, taking into account:

* Store size (square footage)
* Number of camera feeds
* Complexity of monitoring needs
* Geographic location

To obtain a customized quote, contact: **support@intellops.co.uk**

**9.2 Billing & Payment Terms**

* All invoices must be paid within **7 calendar days** from the invoice issue date.
* Failure to pay within this window will result in **suspension of services** until the balance is cleared.
* Termination within the billing period (even one day after payment) **does not exempt the client** from full payment for that month.

**9.3 Refund & Cancellation Policy**

* **No refunds** are issued once the monthly billing cycle has begun.
* Clients may cancel at **any time before the next billing cycle begins** (minimum one day in advance).
* At our discretion, we may offer a **free month of service** in the event of substantial operational disruptions caused by our systems or personnel.

**9.4 Taxes and Other Charges**

* All prices are **exclusive of VAT** unless otherwise stated.
* Clients are responsible for any applicable local taxes or levies based on their billing location.
* Bank processing fees, transfer costs, and currency conversion charges (if applicable) are borne by the client.
* Failure to account for taxes does not absolve the client from payment responsibility under tax law.

For any payment disputes, contact **admin@intellops.co.uk**.

**10. Disclaimers and Limitation of Liability**

**10.1 Disclaimers**

All services are provided **"as is" and "as available"**, without warranties of any kind. IntellOperations disclaims all responsibility for:

* Crimes (including theft or anti-social behavior) that go undetected due to limitations of live monitoring or video quality.
* Law enforcement decisions not to pursue cases based on our evidence.
* Downtime or disruptions in your local surveillance systems.
* Poor installation or outdated equipment not supplied by us.
* Delays in footage processing due to external internet or system outages.
* Misidentification or incorrect labelling of individuals in footage (based on client-supplied data).
* Data breaches resulting from insecure or improperly configured client-side equipment.

**10.2 Client Responsibility for Equipment**

If IntellOperations provides physical equipment (e.g., branded signage, warning banners, or deterrent systems):

* **Clients are responsible for the care and upkeep** of all provided equipment while in their possession.
* Any damage caused by **store staff, customers, or negligence** must be reported to **hub@intellops.co.uk** immediately.
* Unreported damage will be invoiced based on replacement and service costs.

**11. Termination**

We reserve the right to **suspend or terminate** service access **at any time**, particularly in cases of:

* Breach of these Terms
* Non-payment or billing failure
* Abuse or misuse of the system
* Attempts to interfere with our platform or operations
* Disrespectful or aggressive behaviour toward staff

Upon termination:

* Client access to reports, monitoring tools, and historical data may be **permanently revoked**.
* Outstanding balances will still be due in full.
* Equipment must be returned, or compensation will be required.

**12. Our Other Serving Policies**

As part of our legal and ethical compliance, clients should also review the following policies:

**12.1 Privacy Policy**

Outlines how we collect, use, store, and share personal data, including CCTV footage, incident logs, and customer details.

**12.2 Cookie Policy**

Describes the use of tracking tools and cookies on our website.

**12.3 CCTV/Surveillance Notice**

Explains our use of remote monitoring systems, signage obligations, and data protection rights for individuals filmed.

All these documents are available upon request or directly from our support team.

**13. Governing Law and Dispute Resolution**

These Terms shall be governed by the laws of **England and Wales**.

**13.1 Dispute Resolution**

In the event of a dispute:

* Parties agree to attempt to resolve the issue through **mediation** before proceeding to legal action.
* If unresolved, the matter may proceed to **binding arbitration** in accordance with UK arbitration standards.

**13.2 Jurisdiction**

Any legal claim or action will be exclusively heard in the courts of **England and Wales**, unless otherwise agreed in writing.

**14. Contact Information**

For general support, account help, or inquiries:

* **Customer Support**: support@intellops.co.uk
* **Incident Management Hub**: hub@intellops.co.uk
* **Billing & Administration**: admin@intellops.co.uk

