



Composure247

LEGAL

Terms of Service

The agreement between CITSYS LIMITED and businesses that use Composure247.

VERSION

1.1

DATE

30 October 2026

FOR

Composure247 customers

1. About these terms

1.1 Who we are. Composure247 is provided by **CITSYS LIMITED**, a company registered in England and Wales with company number **07254892**, whose registered office is at **248 Church Lane, Kingsbury, London, NW9 8SL** ("we", "us"), VAT number GB206124062. You can contact us at legal@composure247.com.

1.2 Who you are. These terms are between us and the business that creates a Composure247 account ("you", the "Customer"). The person who accepts them confirms they are authorised to bind that business. Composure247 is for businesses only. It is not for consumers, and you may not use it as one.

1.3 How you accept them. You accept these terms by ticking the box at sign-up, by signing an order form that refers to them, or by using the service. We record the version you accepted and when.

1.4 What makes up the agreement. Together, these make up the agreement between us (the "Agreement"):

- these terms;
- the **Free Trial Agreement**, while you are on a trial;
- the **Data Processing Agreement ("DPA")**;
- any **order form** we both sign.

If they conflict, the order form wins, then the DPA (on data protection), then these terms.

1.5 Words we use.

- "**Service**": the Composure247 web application, its customer portal, emails, texts and supporting features.
- "**Users**": your staff and anyone else you give an account to.
- "**Your Customers**": the organisations you support, and their contacts who receive communications through the Service.
- "**Customer Data**": everything you or your Users put into the Service, or that it receives from tools you connect, such as HaloPSA or Microsoft Entra ID.
- "**Plan**": the subscription tier you are on (Respond, Communicate or Enterprise).

2. The service and plans

2.1 What Composure247 does. It helps managed service providers keep their own customers informed during IT incidents:

- raising and tracking incidents;
- drafting customer updates with AI, for your review;
- sending updates by email and text, and publishing them to a branded customer portal;
- reminding and escalating when an update is due;
- producing post-incident reviews and Root Cause Analyses;
- managing planned maintenance notices.

2.2 Plans. What you can use depends on your Plan, as described on our website or in your order form at the time. We may improve or change the Service. We will not materially reduce the core features of your paid Plan during a paid term without giving you at least **30 days'** notice and the right to end the Agreement and receive a pro-rata refund of prepaid fees.

2.3 Integrations. Some features connect to third-party products you choose to use, such as HaloPSA or Microsoft Entra ID. Your use of those products is governed by your own agreements with their providers. We are not responsible for them, or for changes they make that affect an integration. We will make reasonable efforts to keep supported integrations working.

2.4 Beta features. Anything we label beta, preview or "coming soon" is provided as is, may change or be withdrawn, and is excluded from any service level.

3. Accounts, users and security

3.1 Your administrators. The person who signs up becomes your first administrator. Administrators control your settings, your Users and their permissions. You are responsible for what your Users do in the Service, and for removing access when someone leaves.

3.2 Sign-in security. Every administrator must use an authenticator app as a second step when signing in. You may require it for all your Users, and we recommend you do. Keep credentials confidential. Tell us at once at security@composure247.com if you suspect an account has been compromised.

3.3 Accurate details. Keep your account and billing details accurate and up to date.

3.4 Your Customers' contacts. You may invite Your Customers' contacts to your customer portal. They use it on your behalf and under your instructions. You are responsible for whom you invite.

3.5 Our access. Our support staff can sign in as one of your Users only to investigate a problem. Each session is limited in time and recorded. Your administrators can see the record.

4. Free trial

4.1 If you sign up for a free trial, the **Free Trial Agreement** applies for the length of the trial, alongside these terms. Where the two differ during the trial, the Free Trial Agreement wins.

4.2 A trial ends at the end of its stated period unless you move to a paid Plan. We do not take card details at sign-up. If you choose a plan during the trial, your first payment is taken when the trial ends.

5. Fees and payment

5.1 Fees. You pay the fees for your Plan set out in your order form or on our website when you subscribe. You choose when you subscribe whether to pay monthly or annually, in advance. Fees exclude VAT, which you pay in addition.

5.2 Paying by card, or by invoice. If you subscribe in the Service, you pay in advance by card (or another method we offer at checkout) through our payment provider, Stripe. You authorise us to charge it at each renewal, for upgrades and for any message credit packs you buy, until your subscription ends. Otherwise, unless your order form says otherwise, you pay invoices within **30 days** of their date.

5.3 Late payment. If a card payment fails, we will retry it and email you. If it is still unpaid when the retries end, at least **14 days** after the first failed attempt, or if an invoice is unpaid **14 days** after we have reminded you it is overdue, we may make the Service read-only or suspend it (section 12) until it is paid. We may also charge interest under the Late Payment of Commercial Debts (Interest) Act 1998.

5.4 Price changes. We may change our prices from the start of your next renewal term by giving you at least **60 days'** notice. If you don't accept a change, you may end the Agreement at the end of your current term.

5.5 No refunds. Fees are non-refundable, except where these terms say otherwise or the law requires.

5.6 Changing plan. A larger Plan starts straight away, and we charge the difference for the rest of your billing period. A smaller Plan, or a move from annual to monthly billing, starts at your next renewal. Your Plan sets how many active clients you can have; to add more, move to a larger Plan.

6. Your responsibilities and acceptable use

6.1 Messages are yours. The Service sends emails and texts on your behalf, under your name and branding, to people you choose. You decide whom to contact and what is sent. You are responsible for:

- having a lawful basis to contact each recipient, including under the Privacy and Electronic Communications Regulations 2003 (PECR) and UK GDPR;
- the accuracy of what you send;
- honouring any request from a recipient to stop receiving messages.

6.2 Service messages only. Use the Service for operational communications with Your Customers about incidents, service status, post-incident reviews and planned maintenance. Do not use it for marketing or for unsolicited messages.

6.3 You must not:

- break any law, or infringe anyone's rights;
- send spam, phishing, malware, or anything misleading, defamatory or offensive;
- add contacts you have no relationship with, or use the Service to message people on behalf of anyone other than your business and Your Customers;
- try to get around any limit, safeguard or security control, including the sending limits on trials;
- probe, scan or test the Service's security without our written permission, or interfere with its operation;
- copy, resell or reverse engineer the Service, or use it to build a competing product;
- put in special category personal data (for example health data) or payment card data, unless we have agreed in writing.

6.4 If something goes wrong. If we reasonably believe the Service is being misused, we may pause your sending or suspend your account straight away to protect recipients, other customers or the Service (section 12). Where it is lawful and practical, we will tell you why.

7. AI-assisted features

7.1 What the AI does. The Service uses an AI model, provided by Anthropic (section 9), to:

- draft customer updates, briefings, post-incident reviews and Root Cause Analyses from the information you and your Users enter;
- check that information for gaps.

7.2 A person approves what customers see. AI-drafted updates, RCAs and maintenance notices are drafts. One of your Users must read and send or approve each one before a customer receives it.

7.3 The two automatic emails. Two customer emails are sent without a person reviewing each one:

- the **"service restored"** email, sent when an incident is marked resolved. It uses our fixed wording, filled in with the incident's details. You can choose not to send it when you mark the incident resolved;
- the final **"resolved"** email, sent when the monitoring window ends with no recurrence. It uses the template **you set** in your settings, or our default until you change it.

Before sending either, the AI may lightly tidy the text, for example grammar, or the spacing left by filled-in fields. It is instructed to keep the wording, tone and any timing commitments exactly. If the tidy-up fails, the text is sent as written. Keep your resolved template short and final. If you don't want these emails to reach a customer, you can pause email for your organisation or switch off email for that contact.

7.4 You stay responsible. AI output can be wrong or incomplete. You are responsible for checking anything you send or approve, and for decisions you make using it.

7.5 Your data and AI training. Customer Data sent to the AI provider is used to produce your drafts. Under our agreement with that provider, it is not used to train AI models, and the provider deletes it within 30 days, unless it is flagged for breaking the provider's usage policy or the law requires it to be kept longer.

8. Your data and data protection

8.1 Your data stays yours. You own Customer Data. You give us the right to host, copy, process and transmit it only as needed to provide, secure and support the Service, and as the law requires.

8.2 Roles. For personal data in Customer Data, **you are the controller and we are your processor**. The **Data Processing Agreement** forms part of this Agreement and sets out how we process it, including our security measures, our sub-processors (section 9), how we help you with data subject requests, and how we tell you about a personal data breach.

8.3 Where it is held. We host Customer Data in the UK (London region). Some processing happens elsewhere:

- email delivery runs in the EU (Ireland);
- AI drafting and text message delivery run in the United States.

Where data leaves the UK, we rely on the safeguards UK law requires, such as the UK International Data Transfer Addendum or the UK-US data bridge.

8.4 Your responsibilities. You confirm you have the right to give us Customer Data and to have us process it as this Agreement describes. That includes telling Your Customers' contacts how their details are used.

8.5 Account and usage data. We also process some data as a controller in our own right: your account and billing details, and records of how the Service is used. We use them to run, secure, support and improve the Service, and to send you service and account messages, as our privacy notice at composure247.com/legal/privacy explains.

8.6 Security. We keep appropriate technical and organisational measures to protect Customer Data. They include encryption in transit, access controls enforced in the database, a second sign-in step for administrators, and recorded support access. They are described in our security overview at composure247.com/security.

9. Sub-processors

9.1 You agree to our use of these sub-processors to provide the Service:

Sub-processor	What it does	Where
Supabase	Database, sign-in and server functions	UK (London)
Vercel	Hosts the web application	Global edge network
Resend	Sends emails	EU (Ireland)
Twilio	Sends texts	United States
Anthropic	AI drafting (section 7)	United States
Cloudflare	The "not a robot" check on the sign-up page (visitor's browser signals only, no Customer Data)	Global
Microsoft	Single sign-on and user provisioning, only if you connect Microsoft Entra ID	Your Microsoft tenant

9.2 **Changes.** We keep the current list at composure247.com/subprocessors. We will update it at least **30 days** before a new sub-processor starts handling Customer Data. If you object on reasonable data protection grounds and we can't address your concern, you may end the Agreement and receive a pro-rata refund of prepaid fees for the unused period.

9.3 **Responsibility.** We impose data protection terms on each sub-processor that are at least as protective as the DPA, and we remain responsible to you for their performance.

10. Service availability and support

10.1 **Availability.** We aim to keep the Service available at all times, apart from planned maintenance, which we will try to schedule outside UK business hours and announce in advance where practical.

10.2 **Delivery is not guaranteed.** Emails and texts pass through networks we don't control: email providers, mobile networks, and your recipients' spam filters. We will send messages promptly, and the Service records each one as sent, failed or held back. We can't guarantee that a message is received or read.

10.3 **Your own pauses and limits.** A message that isn't sent because you paused notifications, because a trial sending limit was reached, or because of how you configured the Service is not a failure of the Service.

10.4 **Support.** We provide support by email at support@composure247.com during UK business hours. Your order form may set out a different level of support.

11. Confidentiality and intellectual property

11.1 **Confidentiality.** Each of us will keep the other's confidential information confidential, and use it only for this Agreement. This doesn't apply to information that:

- is or becomes public, other than through a breach of this clause;
- the receiving party already had, or develops independently;
- the law or a regulator requires to be disclosed (with notice to the other party where lawful).

This clause continues for **5 years** after the Agreement ends.

11.2 Our intellectual property. We, and our licensors, own the Service, including its software, designs, prompts and documentation. You receive a non-exclusive, non-transferable right for your Users to use the Service for your business during the Agreement.

11.3 Your intellectual property. You own Customer Data and your branding. You give us the rights in section 8.1. You also allow us to name you as a customer, including your name and logo, on our website and in our sales and marketing material, unless you ask us not to. To opt out, email legal@composure247.com at any time, and we will stop using your name and logo in new material and remove them from our website within **30 days**.

11.4 Feedback. If you send us suggestions, we may use them freely and without obligation to you.

12. Suspension, term and termination

12.1 Suspension. We may suspend all or part of the Service:

- straight away, if we reasonably believe the Service is being misused (section 6), your account is compromised, or suspension is needed to protect recipients, other customers or the Service;
- after notice, for unpaid fees (section 5.3).

We will lift a suspension as soon as the reason for it is resolved.

12.2 Term. A paid subscription runs for the billing period you chose (one month or one year), or the term in your order form if it states one. It renews for the same length unless either of us gives notice at least **30 days** before the end of the term. If you subscribed in the Service, you can instead cancel at any time in **Settings > Billing**: your subscription then ends at the end of the period you have paid for, and doesn't renew.

12.3 Ending the Agreement. Either of us may end the Agreement by written notice if the other:

- materially breaches it and doesn't put the breach right within **30 days** of being asked to;
- becomes insolvent or stops trading.

12.4 Your data when it ends. For **30 days** after the Agreement ends, you can ask us for an export of your Customer Data in a common format, and we will provide it. After that, we delete Customer Data within **90 days**, except where the law requires us to keep it. Copies in our backups are gone within a further 7 days, as the daily backups age out.

12.5 What survives. Sections 5 (for fees already due), 8, 11, 12.4, 13 and 14 continue after the Agreement ends.

13. Warranties, liability and indemnities

13.1 What we promise. We will provide the Service with reasonable skill and care, and substantially as described in our documentation. If it doesn't, tell us and we will use reasonable efforts to fix it. If we can't

within a reasonable time, you may end the Agreement and receive a pro-rata refund of prepaid fees. That is your remedy for a breach of this clause.

13.2 What we don't promise. Beyond section 13.1 and the law, the Service is provided without other warranties. In particular, we don't promise that it will be uninterrupted or error-free, that every message will be received (section 10.2), or that AI output will be accurate (section 7.4).

13.3 Liability we don't limit. Nothing in this Agreement limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- anything else that the law doesn't allow to be limited.

13.4 Losses neither of us is liable for. Subject to section 13.3, neither of us is liable for:

- loss of profits, revenue, business, goodwill or anticipated savings;
- indirect or consequential loss.

13.5 Our overall limit. Subject to section 13.3, our total liability under or in connection with this Agreement in any 12-month period is limited to the fees you paid us in the 12 months before the claim arose.

13.6 Your indemnity. You will compensate us for losses arising from claims by third parties, including Your Customers and message recipients, that result from Customer Data, from messages you send through the Service, or from your breach of section 6.

14. Changes to these terms, and general

14.1 Changing these terms. We may update these terms. Each version has a number and a date, and we keep earlier versions available at composure247.com/legal. For a change that is not to your advantage, we will email your administrators at least **30 days** before it takes effect. If you don't accept it, you may end the Agreement before it takes effect and receive a pro-rata refund of prepaid fees. Changes required by law, or for security, may take effect sooner.

14.2 Notices. We send notices by email to your administrators, or show them in the Service. Send notices to us at legal@composure247.com.

14.3 Assignment. You may not transfer this Agreement without our consent, which we won't unreasonably withhold. We may transfer it to a company that acquires our business or the Service, and will tell you if we do.

14.4 Events beyond our control. Neither of us is liable for delay or failure caused by events beyond our reasonable control. That includes failures of networks, hosting or messaging providers we don't control.

14.5 Entire agreement. This Agreement is the whole agreement between us about the Service and replaces anything said before it. Neither of us has relied on anything not written in it. That doesn't limit liability for fraud.

14.6 Other legal points.

- If a court finds part of this Agreement unenforceable, the rest still applies.
- Not enforcing a right straight away doesn't waive it.
- No one else has rights under this Agreement (Contracts (Rights of Third Parties) Act 1999).
- Nothing in it creates a partnership or agency between us.

14.7 Law and courts. This Agreement, and any dispute about it, is governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction.

Version 1.1, 30 October 2026. Composure247 is software provided by CITSYS LIMITED. Changes from version 1.0: subscribing and paying by card in the Service (sections 4.2, 5.2 and 5.3), changing plan (new section 5.6), and cancelling in the Service (section 12.2).



Composure247

Every customer kept informed.
Every incident closed properly.

TALK TO US

sales@composure247.com

SIGN IN

app.composure247.com

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