



Website Terms of Use

Eagle Security Protection Ltd

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Next Review: 22 October 2027

Approved By: Sabia Kauser | Director

1. Introduction & Acceptance

These Terms of Use govern your access to and use of the website (<https://eaglesecurityprotection.co.uk>), client portals, and associated digital platforms operated by Eagle Security Protection Limited (Company Number: 08010801), registered at 12 Kingsleigh Road, Handsworth Wood, Birmingham B20 3UG ("we", "us", "our", or the "Company"). By accessing our website, utilizing our digital portals, or interacting with our automated assistants, you agree to be bound by these Terms of Use in full. If you disagree with any part of these terms, you must not use our website or digital services.

2. Purpose of the Website & Legal Boundaries

The content provided on this website is for general informational purposes and facilitating initial commercial inquiries or quote requests.

- **Strict Limitation on Service Provision:** These terms govern your use of the website only. Nothing on this website, including the submission of a quote request, contact form, or interaction with our digital assistants, constitutes a legally binding offer or contract for the provision of security services.
- **Master Services Agreement (MSA):** The actual provision of physical security services including manned guarding, mobile patrols, and keyholding is explicitly excluded from these terms and is strictly subject to the execution of a separate, mutually signed Master Services Agreement (MSA) detailing operational liabilities and Service Level Agreements (SLAs).

3. Intellectual Property Rights

All intellectual property rights in the website and the material published on it remain the exclusive property of Eagle Security Protection Limited.





- **Proprietary Assets:** This explicitly includes, but is not limited to, the "Built in Crisis" eBook, our proprietary Guard Cost Calculators, structural methodologies, company logos, and all branded media content.
- **Restrictions on Use:** You may not copy, reproduce, scrape, republish, download, or digitally extract any of our proprietary assets for commercial use without prior express written consent from the Company.

4. Acceptable Use Policy

When accessing our website or digital infrastructure, you agree to do so only for lawful purposes. You are strictly prohibited from:

- Using automated scripts, bots, or software to scrape data, pricing, or content from our website.
- Conducting unauthorized penetration testing, vulnerability scanning, or attempting to breach our server security.
- Uploading viruses, trojans, worms, logic bombs, or any other malicious code.
- Utilizing our contact forms, quote calculators, or interactive widgets to submit fraudulent, deceptive, or spam requests.

5. Interactive Features & Third-Party Tools

Our website integrates various interactive portals and automated tools to streamline administrative operations. Your use of these features is subject to the following conditions:

- **Client Portal & Vendor/Guard Onboarding:** Access to our operational portals requires secure authentication. Users are solely responsible for maintaining the confidentiality of their login credentials and must immediately report any suspected unauthorized access. For prospective subcontractors and guards, our vendor onboarding is facilitated through a structured digital process managed via an Odoo portal. This process requires the submission of a Pre-Qualification Questionnaire (PQQ) and, upon passing manual review, a subsequent Supplier Assessment Questionnaire (SAQ). Use of these onboarding pipelines constitutes agreement to submit accurate, truthful information for compliance vetting.
- **WhatsApp AI Assistant:** We deploy automated artificial intelligence via WhatsApp to triage initial inquiries. This AI assistant provides generalized, automated responses. Statements, pricing estimates, or commitments generated by the AI assistant do not constitute binding legal, contractual, or operational commitments on behalf of Eagle Security Protection Limited.



6. Limitation of Liability

To the maximum extent permitted by applicable UK law, Eagle Security Protection Limited excludes all liability for any direct, indirect, or consequential loss or damage arising from your use of this website.

- **Website Availability:** We do not guarantee that our website, portals, or interactive features will be secure, free from bugs, or continuously available. We accept no liability for operational downtime.
- **Estimates & Calculators:** Any figures generated by our Guard Cost Calculators or online quoting tools are strictly preliminary estimates. They are expressly subject to formal site surveys, specific risk assessments, and final management approval.
- **Third-Party Links:** Our website may contain links to external sites or third-party forms (including external supplier questionnaires). We accept no responsibility for the content, privacy practices, or availability of these external platforms.

7. Governing Law & Jurisdiction

These Terms of Use, their subject matter, and their formation (including any non-contractual disputes or claims) are governed strictly by the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the English courts to settle any dispute or claim arising out of or in connection with these website terms