



TRIDENT HR

Trident Command

Subscription Terms

Trident HR Ltd · Registered in Scotland SC864348
3 Newton Place, Glasgow, G3 7PR

Version 2.0 · July 2026

These Subscription Terms govern access to and use of the Trident Command platform, provided by Trident HR Ltd, a company incorporated in Scotland (SC864348), registered office 3 Newton Place, Glasgow, G3 7PR ("Trident HR"). By starting a trial or subscription, or by using the platform, the Client accepts these Terms.

1. Definitions

- 1.1** "Platform" means the Trident Command software service, including the manager application, employee portal, mobile applications and related services. "Client Data" means data submitted to the Platform by or on behalf of the Client, including personal data of its employees and workers. "Users" means the Client's authorised managers and employees. "Subscription" means a paid plan; "Trial" means a free trial period.

2. The Platform

- 2.1** Trident HR grants the Client a non-exclusive, non-transferable right for its Users to access and use the Platform for the Client's internal HR purposes during the Trial or Subscription, subject to these Terms.
- 2.2** Plans: Command and Command Pro. Command Pro includes the Time module as standard. Optional add-on modules (such as Health & Safety and Learning & Development) are available at the per-employee rates shown at the point of purchase. Clients on Trident HR's HR Retainer receive Platform access, including Time, Health & Safety and Learning & Development, under Schedule 1 of the HR Consultancy Services Agreement.
- 2.3** Trident HR may improve, update or modify the Platform, provided the changes do not materially reduce its core functionality during a paid Subscription period.

3. Free Trial

- 3.1** Trials run for 14 days from activation unless otherwise stated in writing. No payment card is required to start a Trial.
- 3.2** During a Trial, the Platform is provided for evaluation. Document download and file-generation features are disabled: documents and templates may be viewed, edited and previewed, but files may not be downloaded or extracted until a Subscription starts.
- 3.3** If no Subscription is started by the end of the Trial, Trident HR may suspend access. If access remains suspended, Trident HR may delete Client Data following not less than 30 days' written notice to the Client's account email.
- 3.4** The Trial is provided "as is"; clauses 9.2 and 9.3 apply to Trials with the liability cap in clause 9.3 read as £1,000.

4. Fees and Billing

- 4.1** Subscription fees are charged monthly in advance, per employee, at the rates shown at the point of purchase, subject to a minimum of 3 billable seats. Fees are exclusive of VAT.
- 4.2** Payment is by card or Bacs Direct Debit, processed by Stripe. The Client authorises recurring charges to its chosen payment method.
- 4.3** Seat counts are recalculated automatically as employees are added or removed, with pro-rata adjustments applied to the current billing period. Add-on modules are charged per employee per month at the rates shown at the point of purchase.

- 4.4** Trident HR may revise pricing on not less than 30 days' written notice, effective from the next billing period after the notice period ends.
- 4.5** If payment fails and is not remedied within a reasonable period, Trident HR may suspend access until payment is made.

5. Cancellation

- 5.1** The Client may cancel its Subscription at any time. Cancellation takes effect at the end of the current monthly billing period. There are no exit fees and no refunds for the current period.
- 5.2** Trident HR may terminate these Terms immediately for material breach not remedied within 14 days of written notice, or where required by law.

6. Client Responsibilities and Acceptable Use

- 6.1** The Client is responsible for: the accuracy and lawfulness of Client Data; managing its Users and their access levels; keeping account credentials secure; and ensuring its use of the Platform complies with applicable law, including employment and data protection law.
- 6.2** The Client shall not (and shall ensure Users do not): copy, scrape or systematically extract the Platform's template or policy libraries; resell, sublicense or make the Platform available to third parties; reverse engineer the Platform; upload malicious code; or use the Platform to store or transmit unlawful material.
- 6.3** The Client remains the employer of its staff and is responsible for all employment decisions. The Platform supports HR administration; it does not constitute legal advice.

7. Intellectual Property

- 7.1** Trident HR and its licensors retain all intellectual property rights in the Platform, including its software, design, template library, policy content and documentation.
- 7.2** The Client retains all rights in Client Data. The Client grants Trident HR a licence to host and process Client Data solely to provide the Platform and related support.
- 7.3** Documents generated through the Platform for the Client during a paid Subscription (such as issued policies, letters and contracts) may be used by the Client for its own internal HR purposes, including after termination. The underlying templates remain Trident HR's property and may not be reused to create documents outside the Platform or shared with third parties.

8. Data Protection

- 8.1** In providing the Platform, Trident HR processes personal data of the Client's employees and workers as a processor on the Client's behalf, in accordance with the Parties' Data Processing Agreement, which is incorporated into these Terms. The Data Processing Agreement includes the list of approved sub-processors.
- 8.2** Trident HR is registered with the Information Commissioner's Office (ZC074452), holds Cyber Essentials certification, and maintains appropriate technical and organisational security measures, together with professional indemnity and cyber insurance appropriate to the service.

9. Availability, Support and Liability

- 9.1** Trident HR will use commercially reasonable efforts to make the Platform available at all times, excluding planned maintenance and circumstances beyond its reasonable control. Support is provided through the in-Platform support function during normal UK business hours.
- 9.2** Nothing in these Terms excludes liability for death or personal injury caused by negligence, for fraud, or for any liability which cannot lawfully be excluded. Subject to that, Trident HR is not liable for indirect or consequential losses, loss of profit, revenue, goodwill or data (other than as required under clause 8), or for losses arising from the Client's employment decisions or from inaccurate Client Data.
- 9.3** Subject to clause 9.2, Trident HR's total aggregate liability in connection with the Platform in any 12-month period shall not exceed the Subscription fees paid by the Client in that period.

10. Termination and Data Return

- 10.1** On termination or expiry, the Client's right to access the Platform ends. On written request made within 30 days of termination, Trident HR will provide the Client with a copy of its Client Data in a commonly used electronic format.
- 10.2** Following that period, Trident HR will delete Client Data in accordance with the Data Processing Agreement, save for records it is required by law to retain.

11. Changes to these Terms

- 11.1** Trident HR may update these Terms from time to time. Material changes will be notified at least 30 days in advance by email or in-Platform notice. Continued use after the effective date constitutes acceptance; if the Client objects, it may cancel under clause 5.1 before the changes take effect.

12. General

- 12.1** These Terms, together with the Data Processing Agreement and the order or checkout confirmation, form the entire agreement in respect of the Platform. Neither party may assign without the other's consent (not to be unreasonably withheld). No third party has rights to enforce these Terms.
- 12.2** These Terms are governed by the law of Scotland, and the Scottish courts have exclusive jurisdiction.

Acceptance

These Terms are accepted electronically at signup or checkout, or by signature below where agreed in writing.

Signatures

Signed for and on behalf of Trident HR Ltd

Name: _____

Title: _____

Signature: _____

Date: _____

Signed for and on behalf of the Client

Name: _____

Title: _____

Company: _____

Signature: _____

Date: _____