



EAGLE EYE – TERMS AND CONDITIONS

Effective Date: 26 July 2025

Registered Business Name: Eagle Eye Snagging Limited

Registered Address: 203 West Street, Fareham, Hampshire, England, PO16 0EN

Company Number: 16465529

Email: info@eagleeyesnagging.uk

Phone: 020 3370 4021

Website: www.eagleeyesnagging.uk

1. Definitions

1.1. The below words have the corresponding meanings in these Terms and Conditions:

“Appointment Date”, “Booking Date”, or “Inspection Date” means the preferred date specified by the Customer in the Order or as verified under these Terms.

“Booking Form” means the form on our website to provide Customer and Property information and book our Services.

“Cancellation Fee” means the monetary amount that we will charge the customer based on a percentage of the Total Fee or other calculation, depending on the scenario and stage of the Contract that they cancel, and if a Cancellation Fee is incurred.

“Contract” means the Contract between the Company and the Customer for the supply of Services in accordance with these conditions.

“Customer”, “customers”, “you”, and “your” means the person, company, partnership, or other organisation placing an Order either on their own as the intended recipient of our Services or acting as an agent.

“Deposit” means the sum £95.00 for a single inspection or £190.00 for a Bundle Inspections Package.

“Fee” or “Total Fee” means as specified in the Order including the Deposit.

“Key Collection Point” means the location at which we will collect the Customer’s keys to the Customer’s Property.

“Key Return Point” means the location at which we will return the Customer’s Property keys to the Customer.

“Order” means the description of the Services provide by us to the Customer.

“Outstanding Sums” or “Remaining Balance” means the Fee or Total Fee less the Deposit.

“Payment Date” means as specified in the Order.

“Property” means the address/building supplied by the Customer in the Order.

“Report” or “Reports” means the Report(s) prepared by us in respect of the Property.

“Service” or “Services” means the Services included in the Report, supplied by us to the Customer set out in the Order.

“Terms” or Terms and Conditions” means the Terms and Conditions outlined within this document.

“We”, “us”, “our”, and “the Company” are references to Eagle Eye Snagging Limited, trading as Eagle Eye.

1.2. A reference to a statute statutory provision is a reference to as amended or re-enacted.

1.3. A reference to writing or written includes email, handwritten information, inspection Report(s), Instagram, LinkedIn, our website chat function, SMS, MMS, and WhatsApp.

2. Introduction

2.1. These Terms and Conditions govern the provision of property inspection Services by Eagle Eye Snagging Limited (“Eagle Eye”, “we”, “our”, or “us”) to private home buyers, developers, housing associations, and build-to-rent investors (“customer”, “customer”, “you”, or “your”). By booking and using our Services, you agree to be bound by these Terms.

2.2. Eagle Eye is an independent and impartial business with no formal ties, partnerships, or ownership links to developers, general builders, estate agents, or any other third-party businesses involved in the property sector. This ensures that all inspections and Reports are carried out objectively and without external influence. However, Eagle Eye is professionally affiliated with the Chartered Association of Building Engineers (CABE) as a Company Affiliate to maintain the highest standards of practice and accountability.

2.3. Eagle Eye carries out new build professional snagging inspection Services on residential properties for private home buyers, developers, housing associations, and build-to-rent investors.

2.4. We do not inspect commercial properties or any building that is not a residential home.

2.5. We do not carry out any construction work. It is the responsibility of the Customer’s developer to resolve all defects identified in our Reports. We do not refer any tradespersons or third parties to resolve snagging work.

2.6. Eagle Eye occasionally utilises freelance inspectors to carry out inspection services. These individuals are independent third parties and are not employees or legal representatives of the business. As such, any views, opinions, actions, or conduct expressed or demonstrated by freelance inspectors during or outside of their time with Customers do not reflect the views, opinions, or official stance of Eagle Eye. The business does not accept liability for any actions or statements made by freelance inspectors. Whilst these individuals are operating on behalf Eagle Eye, they are ultimately not employed by Eagle Eye nor represent the Company.

3. Agreement

3.1. We agree to supply the services, and the associated Terms and Conditions set out in this document to the Customer; and

3.2. The Customer indicates their acceptance of these Terms when agreeing to them whilst completing our Booking Form on our website, and when placing the Order.

3.3. If our Services are booked via email or phone correspondence, the Customer will be provided with a digital or paper copy of our Terms and Conditions and their agreement will be obtained in writing prior to the Contract being entered by us and the Customer.

4. Our Services

Eagle Eye Snagging Limited provides the following services:

4.1. For Private Home Buyers/Owners

4.1.1. Pre-Completion Inspection (PCI):

Service Description:

Pre-Completion Inspections (PCIs) were introduced by the UK Government in 2022 and follow the guidance of the New Homes Quality Board (NHQB) checklist. This inspection is designed to identify visible defects and issues in a new build home before the Customer legally completes and moves in.

This inspection is carried out on behalf of the Customer within the permitted timeframe, which is from five calendar days after the notice has been served for completion and prior to the completion of the Property.

Important Notes:

- This Service typically takes between 2 to 4 hours to complete, depending on the size and type of the Property, the quality of its construction, and any add-on Services selected by the Customer.
- The inspection can be carried out without the Customer's presence at the development and Property. We simply require that the Customer agrees the Appointment Date and time with the developer in advance so that the developer can arrange access.
- The inspection is sometimes carried out in conjunction with a "home demonstration" or "home preview". These are typical terms for a pre-completion appointment that developers invite home buyers to before completion. The PCI can be carried out in conjunction with this appointment, and in this instance, the Customer would therefore be present whilst we carry out the PCI. We can stay at the Property to complete the PCI, should the Customer's appointment with the developer finish before we have completed the PCI, and the Customer chooses to leave.
- You can see a breakdown of the checks that we typically carry out on properties during this inspection with our Customer Information Guide.

4.1.2. Snagging Inspection:

Service Description:

A full inspection of the home is carried out after legal completion and typically once the Customer has moved in (0-9 months after completion). It identifies snags, cosmetic and functional issues, and building defects. We check that the Customer's Property complies with the technical standards and corresponding building regulations that it has been constructed in accordance with.

Important Notes:

- This Service typically takes between 2 to 4 hours to complete, depending on the size and type of the Property, the quality of its construction, and any add-on Services selected by the Customer.
- You can see a breakdown of the checks that we typically carry out on properties during this inspection with our Customer Information Guide.
- If the Customer is providing us with a set of keys to gain access to their Property, a Key Collection Point and time will be agreed prior to us accessing the Customer's Property and carrying out the booked Service(s). The keys will be returned to the Customer at an agreed Key Return Point and time after we have carried out the booked Service(s) and locked the Customer's Property.

4.1.3. Re-inspection:

Service Description:

A shorter inspection focused only on previously reported defects within a Snagging Inspection. This ensures remedial works carried out by the developer have been completed to an acceptable standard. We will issue a revised Report showing completed, outstanding, and any new defects that we have identified during the Re-inspection.

Important Notes:

- A Re-inspection only follows a Snagging Inspection, not a Pre-Completion Inspection or Warranty Expiry Inspection.
- This Service typically takes between 2 to 4 hours to complete, depending on the size and type of the Property, the quality of its construction, and any add-on Services selected by the Customer.
- You can see a breakdown of the checks that we typically carry out on properties during this inspection with our Customer Information Guide.
- If the Customer is providing us with a set of keys to gain access to their Property, a Key Collection Point and time will be agreed prior to us accessing the Customer's Property and carrying out the booked Service(s). The keys will be returned to the Customer at an agreed Key Return Point and time after we have carried out the booked Service(s) and locked the Customer's Property.

4.1.4. Warranty Expiry Inspection:

Service Description:

This inspection is a simplified version of our Snagging Inspection. We carry out fewer checks on your Property and focus on inspecting the most important elements of your new build home to ensure any serious structural defects are identified and addressed before the end of the initial 2-year warranty period.

Important Notes:

- This Service typically takes between 2 to 4 hours to complete, depending on the size and type of the Property, the quality of its construction, and any add-on Services selected by the Customer.
- You can see a breakdown of the checks that we typically carry out on properties during this inspection with our Customer Information Guide.
- If the Customer is providing us with a set of keys to gain access to their Property, a Key Collection Point and time will be agreed prior to us accessing the Customer's Property and carrying out the booked Service(s). The keys will be returned to the Customer at an agreed Key Return Point and time after we have carried out the booked Service(s) and locked the Customer's Property.
- We do not carry out the Warranty Expiry Inspection if a Customer's initial 2-year warranty period has expired.
- We do not carry out Warranty Expiry Inspections on apartments. This is because:
 - Apartments have minimal structural areas to inspect compared to FOG, coach houses, maisonettes, and houses.
 - Structural elements in apartments often exist communally across the entire building.
 - We do not inspect communal areas external or internal areas, as they are not the sole ownership and responsibility of the Customer.

4.1.5. Bundle Inspection Packages:

Service Description:

Book either of the following two inspection combinations and receive a 10% discount from our standard pricing:

- Pre-Completion Inspection and a Snagging Inspection.
- Snagging Inspection and a Re-inspection.

Important Notes:

- When booking you simply select your Property type, so please notify us of the two inspection types you want us to carry out as a package within the Booking Form's relevant dropdown box.
- The 10% discount only applies to the cost of the inspections, not any optional add-on Services that are chosen.
- Customers who in our Neighbours' Discount Scheme and who purchase a Bundle Inspections Package can enjoy a 20% discount off our normal prices, but this only applies to the customer who purchases this package whilst simultaneously participating in the scheme, not the other neighbour participating in the scheme who has not purchased a

Bundle Inspections Package. If both neighbours participating in the scheme purchase a Bundle Inspections Package, then they are both eligible to receive a 20% discount off our normal prices. Please note that the additional 10% discount at 20% is not built into the prices of our packages and so the full discount will be priced into the total fee when you pay after we have carried out each respective inspection.

- A Cancellation Fee is charged to customers who cancel a second inspection within a package after the initial inspection has been carried out. The Cancellation Fee amounts to the monetary difference between the standard price and the discounted price for the Bundle Inspections Package relative to the Customer's Property type. Customers who have participated in the Neighbours' Discount Scheme and cancelled the second inspection within their Bundle Inspections Package, will be charged a Cancellation Fee amounting exclusively to the monetary difference between the standard price and the Bundle Inspections Package relative to the Customer's Property type, not the Neighbours' Discount Scheme; thus they still receive a 10% discount off our normal prices given that they have booked with a neighbour.
- Each individual inspection typically takes between 2 to 4 hours to complete, depending on the size and type of the Property, the quality of its construction, and any add-on Services selected by the Customer.
- The Booking Date you select will apply to the first inspection only; we will arrange the second Inspection Date with you afterwards.
- You can see a breakdown of the checks that we typically carry out on properties during this inspection with our Customer Information Guide.
- If the Customer is providing us with a set of keys to gain access to their Property, a Key Collection Point and time will be agreed prior to us accessing the Customer's Property and carrying out the booked Service(s). The keys will be returned to the Customer at an agreed Key Return Point and time after we have carried out the booked Service(s) and locked the Customer's Property.
- We do not carry out subsequent Re-inspections following Pre-Completion Inspections or Warranty Expiry Inspections.
- This package is not available for a Pre-Completion Inspection followed by a Warranty Expiry Inspection, as this combination excludes our core Snagging Inspection. Customers typically fall into either pre-completion or post-completion stage. We do not see Customers at the pre-completion stage booking Warranty Expiry Inspections without first having had a Snagging Inspection. Customers in the post-completion stage do not require a Pre-Completion Inspection.

4.2. Add-On Services (see Clause 5).

4.3. For Developers, Housing Associations, and Build-to-Rent Investors:

4.3.1. Pre-Handover Inspections:

Service Description

Thorough, impartial professional inspections of new builds before handover to purchasers or tenants. Designed to meet commercial Customers' quality control needs. These are equivalent in scope and method to our Pre-Completion Inspection service.

Important Note:

- If a developer books a Pre-Handover Inspection for a Property where the private buyer also seeks a Pre-Completion Inspection, Eagle Eye will inspect for whichever party

confirmed first. The other will be informed of the conflict and offered a refund if necessary.

- A separate and more in-depth set of Terms and Conditions and corresponding Contract will be created and agreed by the relevant parties prior to this Service type being carried out.

5. Add-on Services

5.1. Add-on Services do not incur Deposit payments.

5.2. Borescope Cavity Wall Insulation Check

Service description:

A borescope camera is used to view the cavity between internal and external walls to assess insulation. Only available for traditionally built brick and block houses, FOG, and coach houses. This Service will only be carried out on FOG and coach houses if the Customer also owns the space beneath their Property (e.g. we don't drill into a wall and cavity if it is part of a garage that belongs to a different property owner). This Service is not available for apartments or maisonettes. We accept no liability for "making good" holes to external walls due to this Service being carried out; the Customer accepts liability for this.

5.3. Thermal Imaging Photography

Service description:

Infrared photography identifies cold spots and heat loss around radiators, walls, and windows. Not available externally during summer months or on external walls to apartments year-round.

5.4. Window Measurements

Service description:

A laser device is used to record window opening sizes. Helps Customers order blinds, curtains, or shutters before completion or just after completion. Best used alongside a Pre-Completion or Snagging Inspection. We accept no liability if you order the incorrect sized furnishings for your window openings due to mis-quoting our measurements to third-party furnishing suppliers; the Customer accepts liability for this.

5.5. Bound Hard Copy of Inspection Report

Service description:

Customers may Order a printed version of their inspection Report. This is also available after any inspection and if the PDF Report has already been issued.

6. Inspection and Reports

6.1. Inspections are visual and non-invasive, focusing on accessible areas. The Borescope Cavity Wall Insulation Check (Clause 5.2.) is invasive.

6.2. Inspectors are qualified professionals, not tradespersons.

- 6.3. Residential snagging industry is unregulated.
- 6.4. Properties must be safe to access. Hazards may result in cancellation without refund.
- 6.5. Customers must arrange access and notify us of any site-specific requirements.
- 6.6. Inspectors will not move belongings or inspect concealed areas.
- 6.7. Any inaccessible areas will be excluded from the Report.
- 6.8. Eagle Eye accepts no liability for any incidental Property damage resulting from inspection activity. Nor will Eagle Eye arrange remediation work for incidental Property damage. The Customer accepts liability for incidental Property damage and for arranging associated remediation work.

7. Booking and Payment

- 7.1. All Services must be booked via our website, email, or phone.
- 7.2. A £95.00 Deposit for single inspections and a £190.00 Deposit for the Bundle Inspections Packages are due at the time of booking and placing the Order. Deposit payments will be deducted from the Total Fee when final payment is due and charged to the Customer.
- 7.3. After an inspection has been carried out, the Remaining Balance of the Total Fee can be paid either via card machine whilst we are present at your Property and have carried out the inspection, or via bank transfer/online once we have issued and you have received your payment link or invoice. Please note that we will not issue your inspection Report document until payment has been made in full, if you opt to pay the Remaining Balance via bank transfer/online after we've left your Property. The Remaining Balance payment is due on the Payment Date no later than 5 business days (including the fifth day) after we have carried out an inspection on your Property as per your booking, unless otherwise agreed.
 - 7.3.1. If you have booked two inspections within a Bundle Inspections Package, then a part payment with a monetary value relative to the inspection and your Property type will be due within the stated timeframe; the Remaining Balance payment for the second inspection will be due at a later date once that inspection has been carried out, again on the Payment Date no later than 5 business days of that Inspection Date.
- 7.4. We reserve the right to not issue your inspection Report until full payment has been made.
- 7.5. We reserve the right to not carry out scheduled future inspections if full payment is not made for a prior Service(s) that has already been carried out.
- 7.6. We accept all credit and debit payments from the following payment processors and payment networks: Visa, MasterCard, Maestro, Amex, China UnionPay, Japan Credit Bureau, Diners Club International, Discover, Apple Pay, Google Pay, and PayPal.
- 7.7. Fees for our Services may change at any time but not after a booking is confirmed.

8. Deposit

8.1. The Deposit is payable by the Customer to us on the date of the Order. Our Terms and Conditions are agreed upon booking. The Deposit is non-refundable once an Order is placed, unless the Customer wishes to cancel and notifies us of this clearly in an email within 24 hours of booking. If a customer notifies us clearly in an email of their intention to cancel within 24 hours of booking, then the Deposit will be refunded in full.

8.2. If on the Inspection Date we are unable to gain entry to the Property / entry is refused / not in a suitable state for inspection (deemed too early to the extent we cannot fulfil our role properly) or we are otherwise asked to leave the premises:
(a) 50% of the Fee shall remain payable if we have spent less than one hour at the Property;
(b) 75% of the Fee shall remain payable if we have spent two hours or more at the Property but are unable to complete a full inspection.

9. Incentive Schemes

9.1. Customer Referral Reward Scheme: Refer a new customer who books and pays for an inspection and any add-on Services in full and receive either £50.00 cashback or a voucher of your choice to the same monetary value for referring another customer(s) to us.

9.1.1. The cashback or voucher reward is honoured to you, once the referred Customer's inspection has been carried out and we have received payment in full from them.

9.1.2. There is no limit to how many times we will honour the reward to any single previous Customer for referrals, except only until the entire expense of the referrer's payments for our Services are fully refunded to the final value whereby the reward can be issued in full (either in cashback or voucher value accumulatively). E.g. £350.00 spent on our Services from the referring Customer = 7x referrals and rewards maximum (7 x £50.00 = £350.00).

9.1.3. The Customer Referral Reward Scheme is separate to our Neighbours' Discount Scheme because the referred Customer's inspection takes place on a different date to your inspection. Customers who participate in our Neighbours' Discount Scheme can still participate in our Customer Referral Reward Scheme, but the reward will only be provided to the referrer, not the non-referring neighbour.

9.2. Neighbours' Discount Scheme: You and a neighbour living on the same new build development (including consortium developments with different developers) can book simultaneous inspections to be carried out on the same day, and you will both receive a 10% discount to the cost of each inspection booked and any add-ons chosen.

9.2.1. Please notify us if you and a neighbour wish to use the scheme so that we can arrange the discounted fees.

9.2.2. If one neighbour cancels their inspection, then our Cancellation Policy applies to them, and the other neighbour is simply charged our standard rate relative to the inspection type that they've booked and their property type; thus the 10% discount is negated.

9.2.3. Clause 4.1.5. applies regarding customers who participate in the Neighbours' Discount Scheme and who book a Bundle Inspections Package regarding discount eligibility and the Cancellation Fee.

9.2.4. The scheme is separate to our Customer Referral Reward Scheme, which you can still participate in regardless of use of the Neighbours' Discount Scheme. The key difference between both schemes is that the Customer Referral Reward Scheme is a cashback or voucher reward for referring another customer to us and their inspection is carried out on a different date to yours and perhaps a different development, whereas the Neighbours' Discount Scheme is a discount for neighbours who book simultaneous inspections for the same day on the same development.

9.3. Introductory Offer (valid from 26 July 2025): We are offering a 20% discount off all bookings made by 1 October 2025. This discount applies to our standard fees and to the Bundle Inspections Packages and Neighbours' Discount Scheme. The Bundle Inspections Packages and Neighbours' Discount Scheme therefore provide a 30% discount when combined with the Introductory Offer of all bookings made by 1 October 2025. Standard fees for inspection services and add-ons are simply at a 20% discount. The discount is applied to our fees within the checkout page of our website, or when payment is arranged after booking via phone call or email.

10. Customer Responsibilities

10.1. Customers must arrange access and notify relevant parties.

10.2. Missed appointments due to access issues are non-refundable.

10.3. Customers must ensure the Property is safe and ready to inspect.

11. Complaints

11.1. Send complaints to info@eagleeyesnagging.uk.

11.2. We will respond within 3 working days and aim to resolve complaints within 14 working days.

12. Cancellations and Refunds

12.1. Under the Consumer Contracts Regulations 2013, Customers may cancel within 14 days unless the Service is delivered during that time.

12.2. We do not grant refunds if Customers identify defects that we failed to identify whilst carrying out our Services. We cannot guarantee that we will identify all defects, whilst we endeavour to do so.

12.3. Cancellation Policy:

12.3.1. Please notify us via our website, email, or phone call should you wish to cancel an inspection/our Service(s).

12.3.2. We only refund the Deposit in full if you adhere with the procedure outlined in Clause 8.1. should you cancel ahead of our Service(s) having been carried out. We do not refund the Deposit payment should you not adhere with the procedure outlined in Clause 8.1., cancel after 24 hours of booking and placing the Order, and after we have carried out our Service(s).

12.3.3. As per the Consumer Contracts Regulations 2013, if you cancel within the 14-day cooling-off period, but after 24 hours of placing the Order, then we will not refund the Deposit and we will not charge a Cancellation Fee. If you cancel after a 14-day cooling-off period of the Order date, and prior to our Service(s) having been carried out, we will not refund the Deposit, but we will charge a Cancellation Fee of 25% of the Total Fee's monetary value for the Service(s) that you have booked within the Order.

12.3.4. In the case that we have already carried out our Service(s) at your Property, and you cancel and wish to not receive and pay for the inspection Report, we will not issue your inspection Report, charge the Total Fee, or charge a Cancellation Fee, but we will charge 75% of the Total Fee's monetary value due to the amount of time we spent at your Property carrying out our Service(s). This is due on the Payment Date within 5 business days (including the fifth day) of the Inspection Date, unless otherwise agreed.

12.4. Clauses 4.1.5., 7.5., and 9.2.3. apply within this Cancellation Policy.

12.5. For developers, housing associations, and build-to-rent investors, terms may vary and will be specified per agreement.

13. Termination

13.1. Without affecting any other right or remedy available to it either party may terminate the Contract by giving the other party written notice to the other party if:

- (a) the other party commits a material breach of any term of the Contract and fails to remedy that breach within 7 days of that party being notified in writing to do so;
- (b) the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors, being wound up, having a receiver appointed to any of its assets or ceasing to carry on business.

13.2. Without affecting any other right or remedy we may terminate or suspend the supply of the Services under the Contract with immediate effect giving written notice to the Customer if the Customer fails to pay any amount due under the Contract on the Payment Date.

13.3. On termination of the Contract the Customer shall immediately pay to us all Outstanding Sums due.

13.4. Termination of the Contract shall not affect any rights, remedies, obligation or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of the termination.

13.5. Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination of the Contract shall remain in full force and effect.

14. Severance

14.1. If any provision or part-provision of this Contract is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

15. Limitation of Liability

15.1. Our total liability is limited to the Fee paid.

15.2. We are not liable for indirect or consequential loss.

15.3. We are not liable for any defects missed in good faith or those that develop later.

15.4. We do not guarantee all defects will be found.

15.5. We are not liable for accuracy or compliance with building regulations or technical standards and quoting them verbally to you or in inspection Reports.

15.6. We are not liable for anything else in these Terms and Conditions, which we have explicitly stated that we are not liable for.

15.7. Nothing in these conditions shall limit or exclude our liability for:

15.7.1. Death or personal injury cause by its negligence or the negligence of employees, agents or subcontractors;

15.7.2. Fraud or fraudulent misrepresentation;

15.7.3. Breach of the Terms implied by section 12 of the Sale of Goods Act 1979;

15.7.4. Any matter in respect of which it would be unlawful for us to exclude or restrict liability.

15.7.5. Subject to Clause 15.7. We shall under no circumstances whatsoever be liable to the Customer whether in Contract, tort (including negligence), breach of statutory duty or otherwise for any loss of profit, or any indirect or consequential loss arising under or in connection with this Contract.

16. Third Party Rights

16.1. Unless is expressly states otherwise, this Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.

16.2. The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person or entity.

17. Website Blog and Content

17.1. Blog content expresses the views of Eagle Eye and does not constitute professional advice, including financial advice.

17.2. Customers act at their own risk based on this content.

17.3. No third-party affiliations exist with companies mentioned in our blog.

17.4. Independent professional advice should always be sought when needed.

18. Social Media and Content Sharing

18.1. We are active on Instagram and LinkedIn.

18.2. Customers and visitors may share our content if the source is credited and not altered or misrepresented.

19. Intellectual Property

19.1. All Reports and content are the intellectual property of Eagle Eye Snagging Limited.

19.2. Customers may share Reports with developers and their subcontractors but cannot alter or publicly distribute them without written permission.

19.3. Our logo and website content are protected under UK copyright law.

19.4. Our logo is trademark protected.

20. Data Protection

20.1. Eagle Eye complies with the UK Data Protection Act 2018.

20.2. Data is used solely for Service delivery and Customer communication.

20.3. We do not sell or share data with third parties.

20.4. Please see our full Privacy Policy and Cookie Policy for more information.

21. Insurance

21.1. We are insured with: Kingsbridge Insurance

21.2. The scope of our insurance includes:

- Employers' Liability Insurance
- Products Liability Insurance
- Professional Indemnity Insurance
- Public Liability Insurance

21.3. Proof of insurance is available upon request.

22. Charity Commitment

22.1. Eagle Eye donates monthly to Save the Children.

22.2. These donations are voluntary and do not affect prices or fees.

22.3. Eagle Eye may choose to donate varying amounts and at different intervals to the charities of our choice.

22.4. We are not obligated to disclose any charitable donations.

23. Changes to Terms and Conditions

23.1. We reserve the right to change these Terms and Conditions at any time. Continued use of our Services indicates acceptance of any changes.

24. Governing Law

24.1. The Contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

25. Jurisdiction

25.1. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.