Hosting Maintenance and Technical Support Policy

Effective date: 1st November 2026

Blink Global Services Limited (company number 16703364), registered in England and Wales. Registered office: The Barns, Caverswall Common, Caverswall, Stoke-on-Trent, Staffordshire ST11 9EU. Trading address: Unit 6b, Phoenix Works, 500 King Street, Stoke-on-Trent, Staffordshire ST3 1EZ. Telephone: 01782 939079. Email: hello@blinkdigital.uk. Website: www.blinkdigital.uk.

1. Scope

Hosting, domain management, maintenance and support are included only where specified in the accepted order. The service agreement defines resources, support coverage, backup arrangements and any service levels. No specific uptime or response time is promised by this general policy.

2. Availability and maintenance

We use reasonable care and skill to maintain contracted services. Planned maintenance may require temporary interruption; we aim to give reasonable notice where practicable. Emergency security work may occur without advance notice. Third-party outages will be investigated and communicated as appropriate.

3. Support

Report issues to hello@blinkdigital.uk or 01782 939079 with the affected service, description and relevant error details. We prioritise according to severity and contracted coverage. New features, redesigns and work outside scope may be chargeable following agreement.

4. Backups and recovery

Backup frequency, retention and restoration arrangements depend on the purchased service. Customers should retain independent copies of important data unless a managed backup service expressly covers it. We will cooperate with recovery under the agreed scope; statutory obligations remain unaffected.

5. Security and acceptable use

Customers must protect credentials, maintain lawful content and promptly report compromise. Prohibited use includes malware, unlawful content, spam and unauthorised access. We may take proportionate protective action, including temporary suspension where necessary.

6. Domains and third parties

Domain registrations and renewals depend on registry rules, availability and timely payment. Third-party licences and integrations may change. We will communicate material impacts where reasonably practicable.

7. Renewal and exit

Charges are due in advance. Renewal terms are as agreed; promotional prepaid packages do not automatically renew without agreement. On termination, we will cooperate with agreed migration and lawful data return or deletion. Customers should arrange export before service expiry. Consumer rights remain unaffected.