

CYBER ESSENTIALS PLUS - STANDARD TERMS

1. The quotation must be agreed before the start of the audit.
2. Certificate and report will **not be** provided and registered until **full payment** has been made.
3. Payment of invoice is due regardless of a successful or failed audit.
4. The basic Cyber Essentials (CE) certification must have taken place in the preceding 3 months inclusive of the audit duration. A copy of the report must be sent to InfoSec Governance before commencement of audit.
5. To perform a complete audit, some configuration changes may need to be applied by the customer to ensure a successful credentialed scan. If a full credentialed scan is not completed, it is in the auditor's right to stop the audit and issue a failure.
6. InfoSec Governance and/or the auditor accept no liability to the performance, crashing, reliability or otherwise of machines and network through the scanning and accessing of systems whilst performing the audit.
7. The scope of test must match the CE basic scope and be agreed before testing takes place; a sample set of machines can be tested when being performed remotely.
8. Where a large deviation from the declared scope and the real network when audited is detected, at the discretion of the auditor, an extra charge may be made to take this into account in addition to recertification for basic certification if required.
9. An audit is a snapshot in time it does not guarantee that the business is 100% secure but does provide assurance that key aspects are working in accordance with the scheme.
10. Failure to provide adequate assistance to the auditor in carrying out the audit will be reported as an audit fail (no refunds will be made).
11. Failure will be reported to IASME where systems are clearly non-compliant with the Cyber Essentials Scheme requirements.
12. Technical failure reports will be provided within 30 working days on the conclusion of the audit.
13. Full or partial retests will be determined at the discretion of the auditor/IASME and will be billed separately under the same terms as the original agreement on a time and materials basis.
14. You have the right to appeal a failure within 30 days directly to InfoSec Governance Ltd cyberessentials@isgovern.com. The IASME Consortium Ltd and/or the UK National Cyber Security Centre (NCSC) are the final arbitrators of any appeal process.
15. You can complain directly to InfoSec Governance Ltd via complaints@isgovern.co.uk within 30 days, we will work with you to find a mutually satisfactory resolution.