

Security Audit — Engagement Letter



Alpha IT Solutions Ltd · Registered in England and Wales, company no. 15837037

Registered office: Tallow Close, Dagenham, London RM9 6EF

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ICO registration ZC214066

Between

Alpha IT Solutions Ltd ("we", "us"), of Tallow Close, Dagenham, London RM9 6EF, company no. 15837037

and the client ("you"):

The client	
Organisation	
Company number	
Registered address	
Date of this agreement	

1. What we will do

We will carry out an on-site security audit of the Windows computers listed in the Scope Schedule (Form C, signed alongside this letter).

For each computer in scope we will:

- Run our audit tool on the machine to check its security configuration
- Record firewall status, antivirus status, disk encryption, account settings, outstanding security updates, end-of-life software, and related configuration
- Review the results and remove anything the tool has reported incorrectly
- Produce a written report setting out what we found, what it means, and what to do about it

We do not exploit, break into, or attempt to defeat any security control. The audit reads configuration; it does not attack it.

We make no changes to your systems unless you ask us to in writing and we agree it separately.

Remediation work is not included in this engagement.

2. What we will give you

- A written report, in PDF, covering every computer in scope
- A findings list with a severity for each item and what we recommend doing
- A walkthrough of the report, by phone or in person, at a time that suits you

| Delivery, in working days from the last on-site day |

3. What it costs

Item	Amount
Audit fee (say whether fixed, per device or per day)	
Number of computers in scope	
Expenses, travel and parking (included, or at cost)	
Total	
VAT (included / not included)	
Payment due, in days from invoice	

If the number of computers changes, we will agree the new price with you in writing before doing the extra work. We will not invoice you for anything you have not agreed.

4. What we need from you

The audit will not work without these, so please have them ready:

- **A signed Form C** naming every computer in scope, before we start
- An account on each machine with administrator rights, or someone available who has one
- Physical or remote access to each machine during the agreed window
- A named contact who can answer questions and make decisions on the day
- Notice of anything fragile, mid-migration, or that you would rather we left alone

Please take a backup before we arrive. Our audit is read-only, but any work on a live system is safer with a current backup behind it.

5. Your responsibilities

You confirm that you own or control every computer in scope, and that you are entitled to authorise us to audit it. If any machine is managed by a third party, or holds data belonging to someone else, tell us before we start.

You remain responsible for your systems, your data, your backups and your business continuity throughout.

6. Confidentiality

We will keep everything we learn about your business confidential. We will not disclose it to anyone outside Alpha IT Solutions Ltd without your written permission, except where the law requires it.

This obligation continues for **three years** after the engagement ends.

If you have your own non-disclosure agreement, we are happy to sign it instead of this clause.

7. Your data

How we handle personal data found during the audit is set out in **Annex D (Data Processing Agreement)**, which forms part of this agreement.

In short: we hold audit results for **12 months** so we can compare future audits against them, then delete them. You can ask us to delete them sooner, in writing, at any time.

Your findings will not be uploaded to our client portal unless Annex D is signed and you have agreed to it.

8. Who owns the report

The report is yours. You may use it, copy it and share it inside your organisation, and give it to your insurers, auditors or advisers.

We keep ownership of the tools, methods and templates we used to produce it.

Please do not publish the report publicly without asking us first. It describes weaknesses in your systems, and publishing it helps the wrong people.

9. What this audit is not

It is not a guarantee that your systems are secure. It reports what our tools and our review found, at the time we looked. Security changes daily. New weaknesses appear. An audit reduces risk; it does not remove it.

It is not a penetration test. We check configuration. We do not attempt to break in, so we will not find everything an attacker with time and intent might find.

It is not a Cyber Essentials certification. We can tell you how ready you look and what to fix. **The certificate itself comes from a licensed certification body, and Alpha IT Solutions Ltd is not one.** We will tell you honestly what still stands between you and passing.

10. Our liability

10.1 We will carry out this work with reasonable care and skill.

- 10.2** Our total liability to you, for everything arising out of this engagement, whether in contract, negligence or otherwise, is limited to **the total fees you have paid us under this engagement**.
- 10.3** We are not liable for loss of profit, loss of business, loss of data, loss of goodwill, or any indirect or consequential loss.
- 10.4** Nothing in this agreement limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot lawfully be limited.
- 10.5** You will not bring any claim arising from this engagement against any individual employee, officer or contractor of Alpha IT Solutions Ltd personally.

11. Ending it

Either of us may end this agreement by giving **seven days'** written notice.

If you end it after we have started, you pay for the work done up to that point. If we end it, we refund anything you have paid for work not yet done.

12. General

- 12.1** This letter, together with Form C and Annex D, is the whole agreement between us and replaces anything discussed beforehand.
- 12.2** Any change must be agreed in writing by both of us.
- 12.3** Neither of us is liable for failure caused by something genuinely outside our control.
- 12.4** Nobody other than you and us has any right to enforce this agreement.
- 12.5** This agreement is governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Signatures

For Alpha IT Solutions Ltd

Signature	
Name	Laurentiu Robert Niculescu
Title	Director
Date	

For the client

I confirm I am authorised to enter into this agreement on behalf of the organisation named above.

Signature	
Name	
Title	
Date	