

posture. Even high-net-worth residential installs or small enterprise offices are secured to standards often seen in large corporate or government settings. Zero-trust ensures that **privacy is built-in by design** – only explicitly authorized activities are permitted, and continuous verification is the norm.

Client Contract Templates

This document contains our **legal agreement templates** used when engaging with clients. It's essentially a bundle of contract templates including a Master Services Agreement, Non-Disclosure Agreement, Service Level Agreement, and other key documents. Each template is written in clear legal language and can be customized per client/project. This section explains the purpose of each template and how to use them.

Overview: Maintaining confidentiality and clearly defining service terms is crucial in our line of business (ultra-secure, private technology solutions). The contract templates ensure that both our company and the client understand their obligations, protecting both parties. All templates are to be treated as confidential and should be provided to clients only after proper approvals (and typically after customizing with client-specific details).

Included Templates:

- **Master Services Agreement (MSA):** This is the core contract governing the overall relationship with the client. It outlines the general terms and conditions of our services. Key sections include scope of work, payment terms, warranty and liability clauses, confidentiality requirements, and termination conditions. The MSA is designed to be evergreen, covering any projects or services we perform for the client over time under one umbrella agreement.
- **Non-Disclosure Agreement (NDA):** A mutual NDA to protect sensitive information exchanged between us and the client. It ensures that any confidential data (e.g., network details, personal data, trade secrets) remains secret and is only used for the intended purposes. Our NDA template typically has no expiration for certain especially sensitive information and includes clauses about handling of data (e.g., requiring secure storage, return or destruction of info upon request). This NDA can be executed standalone or incorporated into the MSA.
- **Service Level Agreement (SLA):** This document defines the performance and support commitments. For managed services or ongoing support contracts, the SLA outlines things like uptime guarantees (e.g., 99.9% network uptime), support response times (e.g., critical issues addressed within 1 hour), maintenance windows, and penalties or credits if we fail to meet the service levels. Our SLA template is often an attachment to the MSA when we provide services like monitoring or regular maintenance.
- **Statement of Work (SOW):** For each specific project or installation, we have an SOW template. The SOW details the exact deliverables, milestones, timeline, and pricing for that project. It references the MSA for general terms but provides the specifics for that engagement (e.g., "Install a Tier-2 Private Digital Estate package at Client's residence including XYZ features, to be completed by Date"). We include acceptance criteria in SOWs so both parties agree on what "done" means.
- **Data Protection Addendum (DPA):** If the client's data includes personal or sensitive data (almost always the case), we include a DPA to address GDPR or other privacy law requirements. This template outlines how we handle and protect personal data as a service provider, our breach