

# Terms of Service

**Version:** 2.0

**Effective Date:** 8 May 2026

**Review Date:** 8 May 2027

**Owner:** Bloomfield Street

## Introduction

These Terms of Service (“Terms”) govern the use of the Bloomfield Street website and the provision of services by Bloomfield Street (“we”, “us”, “our”).

By accessing the website, submitting an enquiry, booking a consultation, or engaging Bloomfield Street for services, you agree to these Terms.

Bloomfield Street is a UK-based operational consultancy providing services primarily to businesses, charities, social enterprises, CICs, founders, and professional organisations acting in a business capacity. Services are not intended for consumer or personal domestic use.

These Terms are designed to align with applicable UK legislation and relevant European principles where applicable, including:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Consumer Rights Act 2015 where relevant
- Electronic Commerce (EC Directive) Regulations 2002
- Equality Act 2010
- Applicable professional and commercial standards relevant to consultancy services

## Business Information

**Registered Business Name:** Bloomfield Street (Sole Trader)

**Business Address:** 73 Hobson Street, Failsworth, Manchester, M35 0JF

**Operating Location:** United Kingdom

**Website:** [www.bloomfieldstreet.co.uk](http://www.bloomfieldstreet.co.uk)

**Contact Method:** [enquiry@bloomfieldstreet.co.uk](mailto:enquiry@bloomfieldstreet.co.uk)

## Scope of Services

Bloomfield Street provides professional operational and business consultancy services, including but not limited to:

- Operational Infrastructure Partnership support
- Operational Clarity Audits
- Governance and compliance consultancy
- Operational documentation and systems support
- Process improvement consultancy
- Project and change delivery
- Operational reviews and advisory support

- Bespoke operational consultancy services

Services may be delivered remotely, digitally, onsite, or through hybrid arrangements depending on the engagement.

All services are provided on a professional reasonable-efforts basis unless explicitly agreed otherwise in writing.

Bloomfield Street does not provide legal, financial, regulated HR, or regulated cybersecurity certification services unless explicitly stated in a separate written agreement.

## Website Content and Professional Information

### Disclaimer

Content published on the Bloomfield Street website, including blogs, resources, downloads, guides, social media content, templates, commentary, or insights, is provided for general informational purposes only.

Such content does not constitute:

- legal advice,
- financial advice,
- regulatory advice,
- employment law advice,
- cybersecurity certification advice,
- or any other regulated professional advice.

Users should seek appropriate independent professional advice before making operational, legal, financial, regulatory, or organisational decisions.

Reliance on website content is at the user's own risk.

### Use of the Website

Users agree to use the website lawfully, responsibly, and in accordance with applicable laws.

You must not:

- Use the website for unlawful or fraudulent purposes
- Attempt unauthorised access to systems, accounts, or data
- Introduce malicious code, malware, or harmful software
- Interfere with website functionality or availability
- Copy, reproduce, scrape, or commercially exploit website content without permission
- Misrepresent your identity, organisation, or authority
- Use the website in a way that may damage Bloomfield Street's reputation or operations

We reserve the right to restrict or terminate access where misuse, abuse, or security concerns are identified.

## Engagement and Contract Formation

Submission of an enquiry, booking request, discovery call, or contact form does not automatically create a contractual relationship.

A formal engagement may be established through:

- signed agreements,
- statements of work,
- proposals,
- quotations,
- email confirmation,
- or other written acceptance of services.

Where a separate agreement or statement of work exists, that agreement shall take precedence over these website Terms in the event of conflict.

Bloomfield Street reserves the right to decline work where:

- the request falls outside expertise,
- there is insufficient capacity,
- there is a conflict of interest,
- appropriate information is not provided,
- or legal, ethical, safeguarding, reputational, or operational concerns arise.

## Discovery Calls and Bookings

Bloomfield Street may offer complimentary introductory or discovery calls through online booking systems.

Discovery calls:

- are non-binding,
- do not create consultancy relationships,
- do not constitute formal advice,
- and do not guarantee ongoing service provision.

Bloomfield Street reserves the right to reschedule, decline, or cancel bookings where necessary.

## Client Responsibilities

Clients agree to:

- provide accurate and timely information,
- cooperate reasonably throughout engagements,
- ensure appropriate internal authority for requested work,
- review deliverables within agreed timescales,
- maintain appropriate internal governance and security arrangements,
- and comply with applicable laws and regulations relevant to their organisation.

Clients remain responsible for operational decisions, implementation activity, staff management, regulatory obligations, and organisational outcomes.

Bloomfield Street shall not be responsible for issues arising from:

- inaccurate or incomplete information,
- delayed client responses,
- internal organisational decisions,
- partial implementation of recommendations,
- or failure to act on agreed advice or deliverables.

Operational outcomes depend on multiple factors including organisational engagement, implementation quality, leadership decisions, available resources, and operational context.

## Fees and Payment

Fees and payment arrangements will be agreed in writing before chargeable work begins wherever reasonably practicable.

Unless otherwise agreed:

- invoices are payable within 14 calendar days,
- payments must be made in GBP (£),
- additional work outside agreed scope may incur additional fees,
- and agreed expenses may be chargeable.

Bloomfield Street reserves the right to:

- suspend services for overdue accounts,
- withhold deliverables pending payment,
- and charge statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

## Intellectual Property

Bloomfield Street retains ownership of:

- pre-existing intellectual property,
- operational methodologies,
- frameworks,
- templates,
- systems,
- tools,
- processes,
- training materials,
- audit approaches,
- governance structures,
- and reusable consultancy know-how

Clients retain ownership of their own organisational materials, branding, systems, and data.

Unless otherwise agreed in writing, clients are granted a non-transferable internal-use licence to use final deliverables produced specifically for them following payment in full.

Clients must not:

- resell Bloomfield Street materials,
- commercially distribute deliverables,
- reproduce methodologies externally,
- remove ownership notices,
- or present Bloomfield Street intellectual property as their own.

Nothing in these Terms transfers ownership of Bloomfield Street intellectual property.

## Confidentiality

Both parties agree to treat confidential information responsibly and not disclose confidential information except:

- where required by law,
- where required by regulators or courts,
- where explicit permission has been granted,
- or where disclosure is reasonably necessary for approved professional support services.

Bloomfield Street may use trusted associates, contractors, or specialist delivery partners where appropriate to support service delivery. Appropriate confidentiality, information security, and data protection expectations will apply to such arrangements.

Confidentiality obligations continue after the end of an engagement.

## Data Protection and Privacy

Bloomfield Street processes personal data in accordance with applicable UK data protection legislation, including UK GDPR and the Data Protection Act 2018.

Further information is available in the Bloomfield Street Privacy Notice.

Bloomfield Street may use trusted third-party providers and cloud-based systems to support operations, including:

- email and communications systems,
- website hosting,
- booking systems,
- cloud document storage,
- analytics tools,
- and operational administration platforms.

Where Bloomfield Street processes personal data on behalf of a client, additional data processing terms or agreements may apply where required.

Clients remain responsible for ensuring they have lawful authority to share any personal data provided to Bloomfield Street.

Bloomfield Street uses a cautious and controlled approach to artificial intelligence (AI) technologies. Confidential, sensitive, or special category personal data should not be submitted into AI systems unless appropriate safeguards, lawful processing arrangements, and organisational approvals are in place.

## Information Security

Bloomfield Street follows proportionate information security practices aligned with recognised good practice and cyber security principles appropriate to the size and nature of the business.

Measures may include:

- controlled access management,
- password protection and multi-factor authentication where appropriate,

- device and software security measures,
- secure cloud-based platforms,
- digital-first operational processes,
- restricted information access,
- and routine operational security practices.

Bloomfield Street intends to continue strengthening operational and cyber security maturity over time in line with business growth and evolving best practice.

Professional Indemnity Insurance and Public Liability Insurance will be maintained where appropriate to operational activity and client engagements.

While reasonable steps are taken to protect systems and information, no digital platform, website, or transmission method can be guaranteed entirely secure.

## Accessibility and Inclusive Practice

Bloomfield Street is committed to inclusive and accessible communication and operational practices wherever reasonably practicable.

We aim to:

- use clear and accessible language,
- consider accessibility in digital content and communications,
- support reasonable adjustments where possible,
- and promote inclusive operational practices aligned with the values of equality, diversity, inclusion, and neurodiversity awareness.

If users or clients require reasonable accessibility adjustments in relation to communications, meetings, or service delivery, they are encouraged to contact Bloomfield Street.

## Acceptable Conduct

Bloomfield Street is committed to maintaining respectful, professional, and inclusive working relationships.

Abusive, discriminatory, threatening, harassing, or inappropriate behaviour towards Bloomfield Street or associated partners will not be tolerated.

Bloomfield Street reserves the right to suspend or terminate engagements immediately where inappropriate conduct creates operational, ethical, legal, reputational, or wellbeing concerns.

## Limitation of Liability

To the fullest extent permitted by law, Bloomfield Street shall not be liable for:

- indirect losses,
- consequential losses,
- loss of profit,
- loss of business opportunity,
- reputational damage,

- loss of anticipated savings,
- or business interruption.

Bloomfield Street's total aggregate liability relating to any engagement shall be limited to the greater of:

- the total fees paid by the client during the previous 12 months relating to the relevant services, or
- £10,000 GBP.

Nothing in these Terms excludes or limits liability for:

- fraud or fraudulent misrepresentation,
- death or personal injury caused by negligence,
- or liabilities which cannot legally be excluded.

## Third-Party Services and External Links

The website may contain links to third-party websites, software providers, or external services.

Bloomfield Street is not responsible for:

- third-party content,
- external website availability,
- external privacy practices,
- or third-party systems and services.

Use of third-party services remains subject to their own terms and policies.

## Website Availability

Bloomfield Street does not guarantee uninterrupted website availability.

We reserve the right to:

- modify website content,
- suspend access,
- perform maintenance,
- update services,
- or remove content where necessary.

## Complaints

Bloomfield Street aims to provide professional, respectful, and high-quality services.

Concerns or complaints should be raised as soon as reasonably possible so they can be reviewed fairly and appropriately.

Further information may be available within the Bloomfield Street Complaints Procedure.

## Termination

Either party may terminate an engagement in accordance with agreed contractual terms.

Where no separate termination terms exist:

- reasonable written notice should be provided,
- completed work and committed time remain chargeable,
- and proportionate fees may be invoiced for work completed up to termination.

Bloomfield Street reserves the right to terminate services immediately where:

- payment obligations are repeatedly unmet,
- abusive or inappropriate conduct occurs,
- legal or ethical concerns arise,
- safeguarding concerns arise,
- or significant confidentiality, compliance, or security risks are identified.

## Force Majeure

Bloomfield Street shall not be liable for delays or failures caused by events beyond reasonable control, including:

- cyber incidents,
- telecommunications failures,
- severe weather,
- illness,
- industrial disputes,
- supplier failures,
- power outages,
- government action,
- or other unforeseen operational disruption.

## Entire Agreement

These Terms, together with any applicable proposals, statements of work, contracts, or written agreements, constitute the entire agreement between the parties relating to the relevant services.

No informal discussion, website content, marketing material, social media content, or verbal statement shall create contractual obligations unless confirmed in writing.

## Case Studies and Portfolio Use

Unless otherwise agreed in writing or restricted by confidentiality obligations, Bloomfield Street may reference high-level anonymised descriptions of completed work, sectors supported, or operational outcomes for portfolio, marketing, or professional credibility purposes.

Confidential or identifiable client information will not be disclosed without permission.

## Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## Changes to These Terms

Bloomfield Street reserves the right to update these Terms periodically.

Updated versions will be published on the website with revised version control and effective dates.

Continued use of the website or services following updates constitutes acceptance of the revised Terms.

## Contact

Questions relating to these Terms may be submitted using the contact details published on the Bloomfield Street website.