FORM / ONE

Elevated Software Limited
trading as FORM / ONE
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formone.co.uk

TERMS AND CONDITIONS

The terms for a FORM / ONE subscription. Last updated 3rd November 2026, checked against UK legislation on legislation.gov.uk.

1. ABOUT THESE TERMS

These terms are between Elevated Software Limited, trading as FORM / ONE ("we", "us") and the company that subscribes to FORM / ONE ("you"). Elevated Software Limited is registered in England and Wales with company number 15001673. Its registered office is at 18 Christchurch Road, Bournemouth BH1 3NE. They apply from the start date on your order form. Accepting them on the order form or when you first sign in has the same effect as signing them.

FORM / ONE is sold to businesses only, not to consumers.

2. YOUR PLAN

You subscribe to one plan (Indie, Studio or Production House) or a bespoke build agreed with us in writing. Your plan sets how many staff users and freelancer logins you can have. Every plan includes every feature, hosting, updates, support and the new features we release.

You can move up a plan at any time. Moving down a plan takes effect from the start of your next term.

3. CONTRACT LENGTH

You choose a term of 1, 3 or 5 years. Your term starts on the start date and is shown on your order form.

At the end of your term the subscription carries on month to month until either of us ends it by giving 30 days' notice, unless we agree a new term.

4. FEES AND PAYMENT

The monthly fee for your plan is invoiced in advance on the 1st of each month. The one-off setup fee is invoiced when the subscription starts. All prices exclude VAT.

If your order form includes an offer price, such as our launch offer, it applies for the period stated there. After that the standard monthly fee for your plan applies for the rest of your term.

If an invoice is not paid on time we may suspend access after giving you at least 14 days' written warning.

We may also charge interest and compensation on late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

5. SETUP AND YOUR DATA

Your setup includes creating your staff users and access levels, importing the history you send us (such as clients, contacts, freelancers, kit, past projects, budgets and invoices), adding your branding and setting your system defaults.

Your records are yours. You can export them at any time while the subscription is active. After it ends you can still sign in for 30 days to export your data. After that it is permanently deleted, except where the law says it must be kept.

We handle personal data in line with UK data protection law. Section 6 sets out how we process personal data for you.

6. DATA PROCESSING

You are the controller of the personal data you put into FORM / ONE. We are your processor. We process it to provide FORM / ONE to you for your term. It covers the people you work with, such as your staff, freelancers, clients and suppliers. It includes contact details, rates, bookings, time records and anything else you choose to store.

We will: (a) process it only on your documented instructions, including these terms, unless the law requires otherwise, in which case we will tell you first where the law allows; (b) make sure everyone who handles it is bound by confidentiality; (c) keep it secure with appropriate technical and organisational measures; (d) use other processors only with your general written authorisation, tell you about any new or replacement processor so you can object and hold them to the same obligations; (e) help you respond to requests from people exercising their data protection rights; (f) help you with security, breach notification and data protection impact assessments; (g) delete or return it at the end of the subscription, as you choose, unless the law requires us to keep it; (h) give you the information you need to show compliance, then allow for and contribute to audits.

We will tell you straight away if we think an instruction from you breaks data protection law. We will tell you without undue delay if we become aware of a personal data breach affecting your data.

7. USERS AND LOGINS

A staff user is a person employed by you who signs in with a full account. A freelancer login is for a freelancer you engage. It shows only their own work.

Every login is for one named person. Logins must not be shared. You are responsible for everything done under your logins.

8. PROTECTING FORM / ONE

You may use FORM / ONE only to run your own business during your term. You must not do any of the following. You must not allow or help anyone else to do them either:

(a) copy, reproduce, adapt or create anything based on FORM / ONE, including its screens, design, layout, workflows, wording, code, data structures or documentation;

(b) reverse engineer, decompile, disassemble or otherwise try to work out the source code or underlying logic of FORM / ONE;

(c) use bots, scripts, scrapers, crawlers, headless browsers, screen or session recording tools or artificial intelligence tools, agents or assistants to capture, record, extract, copy, analyse or recreate FORM / ONE or its interface, code or behaviour;

(d) use FORM / ONE (or anything you learn from using it) to design, build, train, test or help create any product or service that competes with it;

(e) give access to FORM / ONE to a competitor of ours or anyone acting for one, nor show it to anyone outside your business without our written permission;

(f) get around or test our security, access levels, usage limits or any technical measure that protects FORM / ONE.

This section does not stop people from using accessibility tools, such as screen readers, to use FORM / ONE in the normal way. Nor does it restrict anything you are allowed to do under sections 50A to 50C of the Copyright, Designs and Patents Act 1988 that the law says a contract cannot prevent.

To protect FORM / ONE and your data, we monitor how it is used, including which screens are opened, by whom and when. We may block activity that looks automated or unusual.

If you break this section, we may suspend access straight away and end the subscription by written notice. Fees for the rest of your term remain payable. You agree that damages alone may not be enough. We may also seek an injunction or other court order.

9. OUR INTELLECTUAL PROPERTY

FORM / ONE, including its software, design, screens, workflows, documentation, trade marks and the FORM / ONE name and logo, belongs to Elevated Software Limited or our licensors. We give you a non-exclusive, non-transferable right to use it during your term under these terms. Nothing else passes to you.

If you suggest a feature or give us feedback, we may use it freely without paying you.

10. CONFIDENTIALITY

The parts of FORM / ONE that are not public, including its screens, features, roadmap, demos and the terms of your order form, are our confidential information. You must keep them confidential and use them only to use FORM / ONE. This continues after the subscription ends.

11. SUPPORT AND AVAILABILITY

Support is available through the Help Centre in FORM / ONE, including guides, FAQs and support tickets. Planned maintenance is announced in advance and done outside working hours where possible.

12. ENDING THE SUBSCRIPTION

You cannot end the subscription early during your term, except under this section. Either of us can end it straight away by written notice if the other seriously breaks these terms and does not put it right within 30 days of being asked. You can also end it straight away by written notice if we become insolvent.

When the subscription ends, any setup fee and any month already invoiced is not refunded. The rest of your term remains payable unless you ended it because of our serious breach.

13. LIABILITY

Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud or for anything else that cannot be limited by law.

Otherwise, neither of us is liable for loss of profit, revenue, business or goodwill. Neither of us is liable for indirect loss. Our total liability in any 12 months is limited to the fees you paid us in that period. This limit does not apply to fees you owe us or to a breach of section 8.

14. CHANGES TO THESE TERMS

We will give you at least 30 days' notice of any change to these terms. Changes do not shorten your term or increase your fees during it.

15. LAW

These terms are governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction.

Questions about these terms? Email hello@formone.co.uk.