SiteForge User Terms

Version 1.0 | Approved 22 November 2026

These terms govern individual use of SiteForge by account holders and invited business users. Account holders also agree the customer SaaS agreement and its DPA for their business. Invited users agree these User Terms and acknowledge the Privacy Notice.

1 Who accepts these terms

These User Terms govern your individual use of SiteForge and apply to account holders and invited business users. When you create a business customer account, you agree the SaaS agreement and identified DPA for that business and these User Terms for your own use. Invited users agree these User Terms only; joining does not make them parties to the customer's commercial agreement or DPA. SiteForge presents the terms and Privacy Notice and records your User Terms agreement and separate Privacy Notice acknowledgement during signup before access. The customer is not responsible for SiteForge delivering those documents or enforcing that signup step. Privacy acknowledgement is not blanket processing consent.

2 Who we are

SiteForge is operated by SiteForge Construction Software Ltd, trading as SiteForge, registered in England and Wales, company number 17313591, 4 Marsa Way, Bridgwater, England TA6 5JN. Contact support@siteforge.uk.com or 01278 588266.

3 Business use and age

Use SiteForge only in an authorised business/project role. Users must be at least 16; the business representative creating a customer account must meet the SaaS agreement's adult/authority requirements. Do not invite someone you know is ineligible or misrepresent your authority. If you are 16 or 17, check who can see your uploads and ask for help before sharing anything you are unsure about. We do not routinely ask for a date of birth. Age-confirmation safeguards are recorded in the privacy assessment and implemented through signup information, rather than parental access to your private account.

4 Authorised access

Use your individual authorised account and only the accounts/projects to which you have permission. Keep credentials secure, do not share them to evade controls and report suspected compromise to security@siteforge.uk.com. Do not bypass tenant/project or private-file boundaries.

5 Acceptable use

Use the service lawfully and within your permissions. Do not upload malicious material, attack or disrupt systems, evade access controls, misuse another person's credentials, unlawfully harass people or use SiteForge for unrelated surveillance. Respect confidentiality, intellectual-property and privacy rights. Do not deliberately use the service for unrelated sensitive or criminal-offence processing without the necessary assessment and agreement. These are the acceptable-use rules; no separate AUP document is required.

6 Content and project information

You/your business retain applicable content rights. Upload and share only with authority and appropriate audiences; allow SiteForge and its authorised providers only the use needed to supply the service and follow lawful instructions. Uploading content, names or logos does not authorise SiteForge marketing or testimonials. Photos Public means the permitted project audience, not the open web; external roles use Public only and cannot view Protected photos. Albums do not widen access. Own markup layers are private; deliberately exported/shared copies follow destination access. Original

photos stay unchanged and may contain GPS/device/capture metadata, including original preview, download and archive access; GPS-stripped previews do not remove it from originals. Check drawings, instructions and AI suggestions before reliance; use the manual review route when needed. Customer content is not authorised for unrelated model training. Relevant construction/statutory duties remain with the dutyholder; SiteForge's own duties are preserved.

7 Privacy and cookies

Read and acknowledge the version of the Privacy Notice presented during onboarding. It explains processing, rights and privacy complaints; acknowledging receipt/reading is not blanket consent or agreement to every processing purpose. The Cookies notice describes browser storage and optional choices. Make any optional consent or provider-loading choice separately. The customer DPA governs instructed customer data and is agreed by the customer's authorised representative, not every invited user.

8 Help and security reporting

For access, privacy concerns or help, contact support@siteforge.uk.com. Report suspected account compromise, unauthorised access or other security concerns promptly to security@siteforge.uk.com. Provide enough information to investigate without sending passwords, access tokens or unnecessary customer material. Customer support commitments and commercial remedies are in the SaaS agreement.

9 Access and user removal

Your access depends on current account/project permissions; stop using access you are no longer authorised to use. Personal user-removal and data-rights requests follow the Privacy Notice and applicable customer-controller instructions. Removing your login does not necessarily erase project records or historical material; you may ask for particular personal information to be reviewed. Customer subscription lapse, grace/archives and account deletion are governed by the SaaS agreement, not a second timetable in these User Terms. You are not promised restoration of a permanently deleted account or record.

10 Restrictions and changes to these User Terms

SiteForge may restrict affected access where reasonably necessary for material misuse, credible security risk or legal requirement. Where appropriate and lawful, we explain why and give an opportunity to resolve it; urgent security containment may come first. Project-value evidence concerns follow the separate Account Holder contact-first process in the SaaS agreement. Contact support if you believe a restriction is mistaken. These rules preserve lawful reporting, privacy rights and non-excludable rights. We give users at least 30 days' notice of material adverse changes to these User Terms before they apply and obtain renewed agreement where required. Changes reasonably necessary to comply with law or address a material security risk may apply sooner, with explanation as soon as reasonably practicable. We do not reduce an existing customer's prepaid contractual rights contrary to the SaaS agreement. A website edit alone is not acceptance of new terms. Customer termination/refund remedies remain in the SaaS agreement.

11 Scope and legal rights

These terms govern individual use. They do not make an invited user responsible for the customer's subscription fees or other commercial obligations, or authorise that user to bind the customer to a DPA. Prices, renewal, refunds, service-failure remedies, insurance and the customer's contractual liability limit remain in the SaaS agreement and are not restated here. Nothing excludes liability that cannot lawfully be excluded or removes statutory or data-protection rights. These User Terms are governed by England and Wales law and disputes between SiteForge and the user are subject to its courts, except where mandatory law gives the user a different right. This does not restrict regulator powers or individual statutory rights.