

CASTELLARIUS LTD

TERMS & CONDITIONS

Last updated: 17 September 2026

About Us

CASTELLARIUS LTD

Company Number: **15921726**

Registered in England and Wales

Registered Address: 82 King Street, Manchester M24WQ

Website: Castellarius.com

GUIDE

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GCPP - GOVERNMENT CONTRACT PRIVACY POLICY

TC1. These Terms and Conditions govern your use of the website operated by Castellarius Ltd

By accessing or using the Website, you agree to be bound by these Terms and Conditions.

If you do not agree with any part of these Terms, you must stop using the Website.

TC2. Use of the Website

By accessing or using the Website, you agree that you will not:

- Use the Website for any unlawful, fraudulent, or otherwise improper purpose;
- Interfere with, disrupt, or attempt to gain unauthorised access to the Website, its systems, accounts, or networks;
- Upload, transmit, or distribute any content that is harmful, defamatory, offensive, or infringes the rights of others;
- Use the Website in any manner that could damage, disable, or impair its operation, or interfere with other users' access;
- Reproduce, copy, modify, or commercially exploit any part of the Website without our prior written consent;
- Utilise automated tools, including bots, scripts, or crawlers, without our express permission.

We reserve the right, at our sole discretion, to restrict, suspend, or terminate your access to the Website at any time where we reasonably believe that you have breached these Terms or where your use may cause harm to us, other users, or any third party.

TC3. Intellectual Property

All content on the Website including text, images, graphics, and logos is owned by or licensed to Castellarius Ltd.

You must not reproduce, distribute, or modify any content without our written permission.

TC4. Accuracy of Information

The content on this Website is provided for general information purposes only.

While we strive to ensure accuracy, we cannot guarantee that all information is complete, up to date, or free from errors at all times.

We accept no liability for any reliance placed on the content of the Website.

TC5. Third-Party Links

The Website may include links to external websites.

We are not responsible for:

1. The content of those websites
2. Their privacy practices
3. Any loss or damage resulting from their use

TC6. Newsletter

If you subscribe to our newsletter:

You agree to receive emails from us.

You can unsubscribe at any time using the link in the emails or by contacting us.

TC7. Limitation of Liability

To the extent permitted by UK law, we are not responsible for:

1. Loss or damage arising from use or inability to use the Website
2. Interruptions, errors, or security breaches
3. Any reliance on website content nothing in these terms excludes liability where it cannot be limited by law.

TC8. Changes to These Terms

We may update these Terms from time to time. Your continued use of the Website constitutes your acceptance of any updated Terms.

All updates will be posted on this page, with the “Last Updated” date clearly indicated.

TC9. Governing Law

These Terms are governed by the laws of England and Wales.

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

TC10. Water sales and Returns

Castellarius Ltd (“we”, “us”, “our” or “the Company”) sells and resells bottled and packaged water through our website and, where applicable, through third-party websites, marketplaces and other sales platforms. Where a third-party website or sales platform is accessed through or linked from our main website, that third party may have its own terms, conditions and privacy policies, which may also apply to your use of that service. We are not responsible for the content, availability or operation of third-party websites or platforms.

We take reasonable care to ensure that all orders are securely packaged to a high standard before dispatch. Our packaging is selected and prepared with the aim of protecting products during handling and delivery. Once an order has been handed to a third-party delivery service, delivery times and handling may be outside our control. If your order arrives damaged, incorrect or otherwise does not conform to your order, please contact us as soon as reasonably possible so that we can investigate and, where required by law, provide an appropriate remedy.

TC11. Returns, Cancellations and Refunds

We do not offer returns or refunds where there is no legal requirement for us to do so. However, nothing in these Terms & Conditions affects or limits any rights you have under applicable UK consumer law. Where you purchase goods as a consumer online or through another distance-selling method, you may have a legal right to cancel your order within the applicable cancellation period, subject to any exceptions provided by law. You may also have statutory rights where goods are faulty, damaged, not as described, not of satisfactory quality or otherwise do not conform to the contract. Where you have a legal right to a refund, replacement, repair or other remedy, we will comply with the applicable law.

TC12. Contact Us

If you have questions about these Terms:

Email: enquire@castellarius.com

Address: 82 King Street, Manchester M24WQ

PRIVACY POLICY

Last updated: 25 February 2026

PP1. Who We Are

Castellarius Ltd (“we”, “us”, “our”) is a company registered in England and Wales.

Company number: 15921726

Registered office: 82 King Street, Manchester M24WQ

PP2. What This Policy Covers

This Privacy Policy explains how we collect, use, and protect your personal data when you:

- Access or use our Website;
- Contact us via the Website contact form;
- Subscribe to our newsletter; or
- Correspond with us by email or other means.

We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner, in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and any other applicable laws.

We may update this privacy policy occasionally. Your continued use of this site indicates your agreement to the updated policy.

PP3. Personal Data We Collect

We may collect your personal information directly from you.

For example, when you create an account, request or purchase our products or services, subscribe to our newsletters or other publications, ask to receive marketing communications, complete online forms, or otherwise correspond with us by any means.

We may also collect personal information from third parties - For example, from our service providers, subcontractors, search information providers, or as otherwise needed for a specific purpose such as prior employment data.

Through Cookies and Other Online Tracking Technologies.

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information
- Cookies (see Section 7)

This is used for analytics and site performance.

PP4. How We Use Your Data

We use your personal data to:

- Respond to messages sent through the contact form
- Send newsletters and updates if you subscribe
- Maintain and improve our website
- Comply with legal obligations

PP5. Lawful Bases for Processing

Under UK GDPR, our lawful bases include:

1. Consent – for newsletter communication
2. Legitimate Interests – for responding to enquiries and improving website performance
3. Legal Obligation – when required by UK law

PP6. Sharing Your Data

We do not knowingly sell or rent your personal data.

We may disclose your personal information to the following categories of third parties:

Service Providers and Affiliates: We may share your personal information with our affiliates and service providers for the purposes described above. For example, we may rely on these providers to host and maintain our website, perform backup and storage services, process payments, collect debts, provide customer support, transmit communications, deliver products or items, and carry out analytics.

Government Agencies, Professional Advisers, and Regulators: Where required by applicable law, we may disclose your personal data to government agencies and regulatory authorities (such as tax authorities, courts, or other governmental bodies) in order to comply with our legal obligations. We may also share information with external professional advisers when necessary to protect or defend our legal interests.

Organisations Involved in Business Transfers: If our company is sold, merged, or reorganised, we expect that the personal information we have collected will be transferred to the surviving or acquiring entity in accordance with applicable law.

We may also share your personal information with third parties when you request, or provide written consent for us to do so.

All third parties must maintain data security and comply with UK GDPR.

PP7. Cookies Our website may use cookies for:

- Functionality
- Analytics
- Performance

You can manage or disable cookies through your browser settings.

PP8. Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, or for any longer period required by law.

PP9. Your Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the right to:

- Access your personal data
- Request correction or deletion of your personal data
- Withdraw consent, for example in relation to newsletters
- Object to certain types of processing
- Request data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us.

PP10. Contact Us

For privacy queries, please contact:

Email: enquire@castellarius.com

Address: 82 King Street, Manchester M24WQ

E1. Employment

We are committed to being an equal opportunities employer. All employment decisions are based on merit, qualifications, and business needs, and we do not discriminate on the grounds of age, disability, gender, marital status, pregnancy, race, religion, or sexual orientation.

From time to time, we may advertise vacancies on our website. Each listing will include details of the role, required qualifications, and instructions on how to apply. Applications submitted through our website or via email will be handled in accordance with our Privacy Policy, and all personal information will be processed securely and lawfully.

If you are interested in working with us but do not see a suitable vacancy, you are welcome to send a speculative application. We will retain such applications for a limited period and may contact you should an appropriate opportunity arise.

We welcome all enquiries and will respond as promptly as possible.

General Enquiries

For general questions or further information about our services, please contact us using the details below:

Email: enquire@castellarius.com

Address: 82 King Street, Manchester M24WQ

Business or Partnership Enquiries

If you are interested in working with us or discussing potential partnerships, please contact our team using the email above, stating the nature of your enquiry.

Employment Enquiries

For questions relating to vacancies or applications, please refer to our Employment section or contact us directly via email, marked for the attention of the Recruitment Team.

Response Times

We aim to reply to all messages within a reasonable timeframe. During busy periods, responses may take slightly longer.

GOVERNMENT CONTRACT TERMS & CONDITIONS

CASTELLARIUS LTD

Last updated: 25 February 2026

This website and services are operated by **CASTELLARIUS LTD**

("Company", "we", "us", "our").

Registered in England and Wales under company number: **15921726**

Registered Office: 82 King Street, Manchester M24WQ

VAT Number: N/a

Contact Email: enquire@castellarius.com

Telephone: N/a

GCTC1 - Scope of Services

We provide services within the UK water industry, including but not limited to:

- Water infrastructure works
- Wastewater and sewage services
- Asset maintenance and repair
- Engineering and consultancy
- Environmental and regulatory compliance support
- Framework and call-off contract delivery

Service deliverables are defined within Statements of Work (SoW), Work Orders, or Contract Awards.

GCTC2 - Contract Formation

A binding contract is formed when:

- A formal contract is executed; or
- A purchase order or call-off is accepted; or
- Work commences following written instruction.

Where applicable, public sector framework terms take precedence over these Terms.

Procurement activities are governed by the Public Contracts Regulations 2015.

GCTC3 - Pricing & Payment

Unless otherwise agreed in writing:

- Prices are exclusive of VAT
- Invoices are payable within 30 days
- We reserve the right to charge statutory interest on late payments
- Reasonable expenses may be chargeable where pre-approved

GCTC4 - Performance & Delivery

We shall:

- Exercise reasonable skill and care
- Meet agreed milestones and KPIs
- Provide suitably qualified personnel
- Comply with water industry regulatory standards

Delays caused by client dependencies, site access, or third parties may result in timeline adjustments.

GCTC5 - Personnel & Subcontracting

We may engage vetted subcontractors. We remain responsible for their performance.

Where required, personnel will hold:

- Water industry safety certifications
- Security clearances
- Site competency approvals

GCTC6 - Regulatory & Industry Compliance

We comply with all applicable laws and water sector regulations, including:

- Environmental protection requirements
- Drinking water safety standards
- Wastewater discharge regulations
- Health & Safety legislation

GCTC7 - Confidentiality

Both parties shall keep confidential:

- Commercial data
- Technical information
- Infrastructure schematics
- Security-sensitive information

This obligation survives contract termination.

GCTC8 - Freedom of Information

Where services are delivered to public authorities, we shall assist clients in complying with the Freedom of Information Act 2000, subject to protection of commercially sensitive information.

GCTC9 - Intellectual Property

- Background IP remains with the originating party
- Foreground IP ownership shall be defined in the contract
- Public authorities may receive perpetual usage rights where required

GCTC10 - Anti-Bribery & Ethics

We operate zero-tolerance anti-corruption policies in line with the Bribery Act 2010.

Gifts, hospitality, and conflicts of interest must be declared.

GCTC11 - Data Protection

We comply with:

- UK General Data Protection Regulation
- Data Protection Act 2018

Roles (Controller/Processor) are defined per contract. Data Processing Agreements apply where required.

GCTC12 - Information Security

We maintain appropriate security measures, including:

- Access controls
- Encryption
- Secure asset handling
- Incident response procedures

We may align to standards such as ISO 27001 or Cyber Essentials where contractually required.

GCTC13 - Liability

Unless otherwise agreed:

- Liability is capped at contract value or insured level
- We are not liable for indirect or consequential losses
- Nothing limits liability for death, personal injury, or fraud

GCTC14 - Insurance

We maintain:

- Employers' Liability
- Public Liability
- Professional Indemnity
- Contractors' All Risk (where applicable)

Certificates available upon request.

GCTC15 - Termination

Contracts may be terminated:

- For material breach
- For insolvency
- For convenience (where public sector rights apply)

Exit assistance may be chargeable.

GCTC16 - Force Majeure

We are not liable for failure or delay caused by events beyond reasonable control, including:

- Natural disasters
- Pandemics
- Utility outages
- Government restrictions

GCTC17 - Dispute Resolution

Disputes shall be subject to:

1. Escalation to senior management
2. Mediation where agreed
3. Jurisdiction of the Courts of England & Wales

GCTC18 - Website & Portal Use

Where we operate procurement or contract portals:

- Users must provide accurate information
- We do not guarantee award outcomes
- Submission IP remains the bidder's unless agreed
- Portal availability is not guaranteed

GCTC19 - Updates

We may update these Terms periodically. The latest version will always appear on our website.

GOVERNMENT CONTRACT PRIVACY POLICY

This Privacy Policy explains how CASTELLARIUS Ltd collects, uses, and protects personal data in connection with our water industry operations and government contracting activities.

Last updated: 25 February 2026

GCPP1 - Data Controller

CASTELLARIUS LTD

Registered Office: 82 King Street, Manchester M24WQ

Email: enquire@castellarius.com

We are registered with the Information Commissioner's Office where required.

GCPP2 - Personal Data We Collect

We may collect:

Business & Contract Data

- Client contacts
- Government authority personnel
- Supplier representatives
- Framework partners

Workforce Data

- Employees
- Contractors
- Site personnel
- Security-vetted staff

Website & Portal Users

- Login data
- IP addresses
- Submission records

GCPP3 - Lawful Bases for Processing

We process data under:

- Contract performance
- Legal obligation
- Legitimate interests
- Consent (where applicable)

In accordance with the UK GDPR.

GCPP4 - Purposes of Processing

We use personal data to:

- Deliver water infrastructure services
- Manage public sector contracts
- Conduct procurement bidding
- Perform safety and compliance checks
- Manage billing and finance
- Maintain security and site access control

GCPP5 - Special Category Data

Where required (e.g., site medical fitness, diversity monitoring), we apply additional safeguards and legal bases.

GCPP6 - Data Sharing

We may share data with:

- UK government departments
- Water authorities
- Regulators and auditors
- Subcontractors
- IT and hosting providers

All sharing is limited to what is necessary.

GCPP7 - Data Security

We implement:

- Encryption
- Role-based access
- Secure backups
- Staff training
- Breach response plans

GCPP8 - Data Breaches

Where required, breaches are reported to the ICO within statutory timeframes and to affected clients or authorities.

GCPP9 - Individual Rights

Individuals have the right to:

- Access their data
- Correct inaccuracies
- Request erasure
- Restrict processing
- Object to processing
- Data portability

Requests can be made via: enquire@castellarius.com

Complaints may be lodged with the Information Commissioner's Office.

GCPP10 - International Transfers

Where data is transferred outside the UK, we use:

- Adequacy decisions
- International Data Transfer Agreements (IDTA)
- Contractual safeguards

GCPP11 - Data Retention

Typical retention periods:

- Contract records: 6–7 years
- Financial data: 6 years minimum
- Health & safety records: As legally required
- Security vetting: Contract-dependent

GCPP12 - Cookies & Website Tracking

Our website may use:

- Essential cookies
- Analytics cookies
- Security cookies

Users can manage preferences via browser settings.

GCPP13 - Automated Decision-Making

We do not conduct solely automated decision-making that produces legal or similarly significant effects.

GCPP14 - Policy Updates

We may revise this Privacy Policy periodically. Updates will be published on our website.