

No1 Accountants Website Terms and Conditions (T and Cs)

No1 Accountants Ltd

Effective date: 27 January 2026

1) About us

This website is operated by **No1 Accountants Ltd** (referred to as we, us, our).

Contact points used in our processes and policies include:

- Complaints (informal resolution): Orsi Nagy, orsi@no1accountants.com
- Escalated complaints and data contact: Kolos Tapler, kolos@no1accountants.com

2) Acceptance of these Terms

By using our website, you confirm that you accept these Terms and Conditions and agree to comply with them. If you do not agree, you must not use our website.

3) What this website is (and is not)

- Our website provides information about our accounting and related services, and may allow you to contact us or request onboarding.
- Information on this website is general information only. It is not a substitute for professional advice tailored to your circumstances.
- Our website does not create an accountant client relationship. Our business relationship begins when an engagement is accepted and the relevant engagement letter is signed and onboarding processes started using our CRM, Senta.

4) Formation of a service relationship

- Any services we provide are governed by the applicable engagement letter and any related documents issued for the purposes of establishing our relationship.
- We typically rely on electronic communications and our client portal **Senta** for engagement documents and signing.
- All fees, payment terms and refund policies are governed exclusively by the relevant engagement letter signed between client and No1 Accountants Ltd.

5) User responsibilities when using our website

You agree:

- Not to misuse the website, including attempting to gain unauthorised access to any part of the website, our systems, or client portal services.
- That any information you submit through website forms or communications must be accurate to the best of your knowledge.

6) User Indemnity

You agree to indemnify, defend and hold harmless No1 Accountants Ltd, its affiliates and their respective officers, directors, employees and agents from and against any and all claims, liabilities, damages, losses, costs or expenses arising out of or in connection with your use of the website, breach of these Terms or violation of any applicable law or third-party rights.

7) Termination and Suspension

We may suspend or terminate your access to the website and related services immediately without prior notice if you breach these Terms, misuse the website, or fail to comply with instructions related to security and confidentiality. Termination shall be without prejudice to any other rights or remedies available to us. Upon termination, your rights to access the website and services cease immediately. Key provisions such as indemnity and limitation of liability shall survive termination.

Our right to suspend or terminate website access is separate from client's service engagement, which is governed by the terms set out in the engagement letter

8) Intellectual property

- Unless stated otherwise, we own or license the intellectual property rights in the website and its content.
- You may print or download extracts for your personal use, but you must not reproduce or distribute website content for commercial purposes without our written consent.
- We retain the rights to documents prepared by us during engagements except where the law provides otherwise.

9) Confidentiality Clause for Sensitive Information

Any confidential or sensitive information you submit to us via the Senta client portal, email, WhatsApp or other communication channels will be handled in accordance with our confidentiality obligations and applicable data protection laws.

10) Links to third parties

Our website may contain links to third party websites or services. We do not control those sites and are not responsible for their content, policies, or practices.

11) Communications and portal use

- We heavily rely on electronic communication primarily through email and our client portal called Senta.
- If we provide access instructions for tools during onboarding, you are responsible for following those instructions and keeping your access details secure.

12) Limitation of liability (website)

- We provide the website on an "as is" basis and do not warrant that it will be uninterrupted or error free.
- To the fullest extent permitted by law, we do not accept liability for loss arising from reliance on general information on this website.
- Where you become a client, liability related to professional services is governed by the relevant engagement letter terms.

13) Compliments and complaints

We welcome feedback from clients and website users:

- Informal resolution: contact Orsi Nagy at orsi@no1accountants.com
- Escalation: write to Kolos Tapler at kolos@no1accountants.com and we aim to respond within 20 working days.

- If you have completed all steps but still feel the issue is unresolved, you may complain to the Certified Public Accountants Association (CPAA).

14) Severability

If any provision of these Terms is held to be invalid or unenforceable, that provision will be severed from these Terms and the remaining provisions will continue in full force and effect.

15) Governing law and jurisdiction

These Terms are governed by **English law** and the courts of **England** shall have exclusive jurisdiction.

16) Governing Language

These Terms and related communications shall be conducted in the English language.

17) Limitation of Liability

To the fullest extent permitted by law, No1 Accountants Ltd shall not be liable for any direct, indirect, incidental, consequential, special or punitive damages arising out of or related to your use of the website or reliance on its content. The website and all content are provided 'as is' without warranties of any kind, express or implied.

18) Force Majeure

No party shall be liable or deemed in breach for failure or delay in performing obligations caused by events beyond reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, labour disputes, or governmental restrictions.

19) Dispute Resolution and Arbitration

Any dispute, controversy, or claim arising out of or relating to these Terms or your use of the website shall be resolved exclusively through final and binding arbitration administered by the London Court of International Arbitration in accordance with its rules and conducted under English law. The arbitration shall take place in England, and all proceedings will remain confidential. By agreeing to these Terms, you waive your right to pursue such disputes in court, except for enforcement of arbitration awards or as otherwise required by law. This binding arbitration clause streamlines dispute resolution, promoting a faster, more cost-effective, and private alternative to litigation while clearly establishing the agreed-upon process and jurisdiction to avoid delays or additional costs.

20) Changes to these Terms

We may update these Terms from time to time. The latest version will be posted on our website and will apply from the effective date shown. Your continued use of our website after any changes constitutes your acceptance of those changes.

You are responsible for regularly reviewing these Terms. Continued use of the website after changes are posted constitutes acceptance of those changes.

21) Accessibility

We strive to make our website accessible to all users. If you experience any accessibility issues, please contact us at team@no1accountants.com so we can assist you.

22) Privacy and Cookies

We respect your privacy and handle your data in accordance with our [Privacy Policy]. By using this website, you consent to our data collection and processing practices as described there.