
Common Good Digital Service Agreement

Free standard charity website build, £79/month Pioneer Partnership, and transparent optional additions

Plain-English agreement | Version 1.3, 19 September 2026

1. Who this agreement is between

- This agreement is between your charity (the charity named on this form) and Common Good Digital, a UK company providing website design, build, hosting and ongoing management services to UK registered charities.
- By entering your name and job title, ticking the box and signing below, you confirm you are authorised by your charity to enter into this agreement on its behalf.
- This agreement starts on the date you sign it and your first monthly payment is taken.

2. What we provide

- We design and build a new standard website for your charity at no build cost. Work begins once this agreement is signed and your first monthly payment is taken.
- A standard website means the public-facing website a reasonable charity would normally need. It includes a bespoke design, mobile-friendly pages, normal navigation, core page content, news or blog pages, event listings, contact and enquiry forms, document downloads, donation links and Gift Aid setup, and the usual legal and trust information.
- We set up online donations and Gift Aid capture, carry out an accessibility audit to WCAG 2.2 AA, an AI readiness audit of your existing site, and a GDPR compliance review, all at no extra cost.
- We host your website on UK servers with SSL security, daily backups, monitoring and software updates included.
- We make unlimited content updates for you on request. Normal requests are actioned within one to two working days, and we confirm each change back to you.
- We keep an audit log of every change made to your site after launch, available to you on request.
- We build your site to be accessible, mobile friendly and search engine ready, and we keep it that way for as long as you are with us.
- Your site goes through as many rounds of revision as it takes to get it right, before you approve it for launch.
- The free build does not include specialist systems or substantial work beyond a standard website, such as password-protected member areas, booking and payment systems, separate campaign microsites, CRM integrations, large content migrations, new brand identities, case management systems or beneficiary portals.
- If you ask for anything outside the standard build, we will explain whether it is optional, confirm the price in writing and wait for your approval. You do not have to buy any addition to receive the complete standard website described above. Our full menu of optional additions and transparent prices is published on our website and on our Terms page.

3. What you provide

- Your content, such as text, photographs, logos and any documents you want published, along with the permissions to use them.

-
- A named contact who can give feedback and approvals on behalf of your charity.
 - Timely responses at the review and approval stages. Most charities go live within eight weeks, and this depends on feedback and approvals coming back to us.
 - Access to your existing domain name and website where we need it to carry out the work.

4. What it costs

- £79 per month, taken by card on the same date each month, starting on the date you sign this agreement.
- This is the Pioneer rate, reserved for our first twenty charities. Your rate stays at £79 per month for as long as you remain with us, even after the standard rate returns to £99 per month.
- There is no build fee, no setup fee and no minimum term for the standard website and included service described in section 2.
- Optional additions are not required. We only charge for one after you ask for it and approve its scope and price in writing.
- VAT is added where applicable and shown clearly at checkout and on every receipt.
- Third party costs that are yours to hold, such as a domain name renewal or a paid font or stock photo licence you specifically ask for, are not included. We will always tell you the cost and get your agreement before anything is bought.
- Payment card details are handled by Stripe, our payment provider. We never see or store your card details.

5. Our guarantee to you

- If you are not happy in your first 90 days, tell us and we will refund every payment you have made. There is nothing to pay back and no clawback for the build.
- You may leave in any month after that by giving us 30 days' written notice.
- You own your domain name, your content and your website from day one. If you leave, we hand everything over at no charge.
- If Common Good Digital ever ceases trading, we will transfer your website and domain to you or a provider of your choosing at no cost.
- We will never increase your monthly price while you remain with us.

6. Cancelling and ending this agreement

- To cancel, email hello@commongoooddigital.co.uk. Your cancellation takes effect 30 days after we receive it, and your site stays live until then.
- Within the first 90 days, cancellation is immediate on request and we refund what you have paid.
- On cancellation we transfer your website files, content and domain to you or your chosen provider at no charge, and delete the personal data we hold for you unless we are required by law to keep it.
- We may end this agreement by giving you 60 days' written notice, and we will help you move to another provider at no cost.

7. Who owns what

- You own your content, your brand, your domain name and the finished website, including the design and the content we produce for you, from day one.
- We keep ownership of our own underlying tools, templates and code libraries that we reuse across clients, and you have a permanent licence to keep using them as part of your site.

-
- We may mention that we work with you and show your site in our portfolio. Tell us if you would rather we did not, and we will not.

8. Data and privacy

- We act as a data processor for any personal data held on your website and we handle it in line with UK GDPR and the Data Protection Act 2018.
- We only process personal data on your instructions, keep it secure, and use approved sub-processors such as our hosting and email providers.
- All hosting is in the United Kingdom. We never sell or share your data, or your supporters' data, with anyone.
- We will tell you without delay if we become aware of a personal data breach affecting your site.
- Our full privacy notice is available on our Privacy page.

9. Service levels and availability

- We aim for 99.9% uptime, monitor your site continuously, and respond to anything that takes your site offline as a priority, at any time we are able.
- We respond to normal support requests within one working day and action normal content changes within one to two working days.
- Planned maintenance is done outside normal working hours wherever possible and we tell you in advance if it will affect your site.

10. Fair use and responsibilities

- You confirm your charity is registered in the United Kingdom and that the content you supply is lawful, accurate and yours to publish.
- Unlimited updates means normal changes to the standard website, including text, images, existing pages, news, events and documents. It does not cover a second website, a complete redesign, ongoing content writing or building new specialist systems. Optional or bespoke work is always quoted and agreed first.
- We may decline requests that are unlawful, that fall outside website work, or that would put your charity at risk. We will always explain why.
- Neither party is liable for losses caused by events outside its reasonable control.

11. Liability

- Nothing in this agreement limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.
- Otherwise, our total liability in any twelve month period is limited to the fees you paid us in that period.
- Neither party is liable to the other for loss of profit, loss of income or indirect losses.
- We hold appropriate insurance for the work we carry out.

12. Complaints and disputes

- If something is not right, email hello@commongooddigital.co.uk. We acknowledge every complaint within one working day and aim to resolve it within ten working days.
- If we cannot resolve it between us, both parties will try mediation before starting court proceedings.

13. Changes to this agreement

- We may update these terms from time to time. We will give you at least 30 days' notice of any change that affects you, and your monthly price will never go up while you remain with us.
- If you do not accept a change, you may cancel without notice before it takes effect.
- The version you sign today is saved and a copy is emailed to you for your records.

14. Communications

- We will contact you by email and phone about your website, your account and your payments. These are service messages and you cannot opt out of them while you are with us.
- We will only send you marketing or newsletters if you ask us to, and you can stop those at any time.

15. Governing law

- This agreement is the whole agreement between us and replaces anything said or written beforehand.
- This agreement is governed by the laws of England and Wales, and the courts of England and Wales have jurisdiction over any dispute.

Signature

The online signing page records the charity, authorised signatory, job title, signature, date and exact agreement version.

Optional additions

The full menu of optional additions and transparent prices is published on our website and on our Terms page. Nothing optional is charged or started until you approve the written scope and price in writing.