



Website Security Responsibility Policy

Introduction

This policy pertains to Gary Friend, operating as a Sole Trader under the company name Ashford Web Services, and is designed to address the responsibilities and terms related to customers' website security. It outlines the guidelines for website security and the handling of unauthorized access or hacking issues for websites developed and managed by Ashford Web Services. This policy serves to establish clear expectations for customers regarding website security and the importance of safeguarding website assets and data.

This policy sets forth the customer's responsibility for their website's security measures and outlines the terms under which issues related to unauthorized access or hacking will be addressed.

Customer Responsibility

1. **Website Security:** Customers are responsible for implementing security measures to protect their website, content, and databases from any unauthorized access or hacking attempts. These measures may include but are not limited to:

- Using strong and unique passwords for their WordPress accounts.
- Regularly updating WordPress, themes, and plugins to the latest versions.
- Employing security plugins and other security measures.
- Monitoring and reviewing their website's security settings on a regular basis.

2. **Login Details:** Customers must not share their login credentials or any sensitive access information with unauthorized individuals. The importance of keeping login details confidential cannot be overstated, as sharing such information can compromise the security of the website.

Developer's Role

1. **Hourly Support:** As the WordPress developer, I am available to investigate and attempt to fix security issues on your website at an hourly rate of £40 per hour. However, it is essential to understand that this fee is applicable to the time spent addressing security concerns and making necessary adjustments.

2. **Limitations:** While I will make every reasonable effort to assist in rectifying security issues, I cannot guarantee the successful restoration of a compromised website. The extent of the damage and the success of any recovery efforts may vary.

Indemnification

Customers agree to indemnify and hold me harmless from any claims, damages, or losses arising from unauthorized access or hacking attempts on their website. This includes but is not limited to any data loss or disruptions resulting from security breaches.

Final Thoughts

This policy underscores the importance of website security and the shared responsibility in safeguarding your website. By adhering to these guidelines, we aim to establish a secure online presence while maintaining transparency and understanding regarding security concerns.