

Customer Website Management Policy

Introduction

This policy applies to customers of Ashford Web Services and outlines the responsibilities and expectations for clients who independently edit or manage their WordPress websites. Operated by Gary Friend as a Sole Trader, Ashford Web Services aims to empower clients with the flexibility to manage their own sites, while also establishing clear boundaries to prevent misunderstandings, technical issues, and liability concerns.

Important Notice

Once a customer is given access to their WordPress admin account and takes control of the website they accept full responsibility for their website. Ashford Web Services accepts no responsibility for any errors, issues, data loss or damages that may result from customer actions or inaction. This includes, but is not limited to, design changes, plugin or theme updates, content edits, or security vulnerabilities introduced after handover.

Customer Responsibilities

1. **User Account Management**

Customers are fully responsible for all actions taken under their WordPress admin account. This includes creating, editing, or deleting content, installing or removing plugins and themes, and managing site settings. Login credentials must be stored securely and not shared with unauthorised users.

2. **Regular Backups**

Customers are strongly advised to perform regular backups of their website, especially before making significant changes. This helps prevent permanent data loss and ensures a recovery option is available if something goes wrong.

3. **Platform Understanding**

Customers are encouraged to undertake basic WordPress training to ensure they understand the platform and its potential risks. Making changes without the necessary experience can cause unintended damage to the site. Customers accept full responsibility for self-directed edits, whether or not they have received formal training.

Security & Hacking Incidents

Once admin access has been handed over, **ongoing website security becomes the customer's sole responsibility**. This includes:

- Using strong, unique passwords
- Keeping WordPress core, themes, and plugins up to date

- Avoiding the use of untrusted third-party software
- Monitoring for suspicious activity

Ashford Web Services does **not** provide ongoing security monitoring, malware protection, or backups unless a separate maintenance agreement is in place.

If your website is compromised after handover—due to hacking, malware, or any other unauthorised access—I can provide assistance with investigation, recovery, or restoration at an hourly rate of £55. However, **Ashford Web Services is not liable for any damage, loss of data, or downtime** resulting from such incidents.

Developer's Commitment

Although liability ends once admin access is granted, I remain available to assist customers on a paid basis for the following:

- 1. Hourly Support**

Support is available at £55 per hour for troubleshooting, advice, fixes, or recovery relating to customer-initiated changes or post-handover issues, including security incidents.

- 2. Response Time**

I will respond as promptly as possible, although response times may vary depending on the complexity of the issue and my existing workload.

Limitations

I will make reasonable efforts to recover or repair any problems reported by the customer. However, in some cases, issues may be irreversible, and full restoration cannot be guaranteed.

Indemnification

By managing your website independently, you agree to indemnify and hold Ashford Web Services harmless from any claims, damages, or losses resulting from your actions. This includes—but is not limited to—data loss, service disruption, unauthorised access, and errors caused by editing the website or installing third-party software.

Final Thoughts

This policy is designed to promote responsible self-management while clearly defining post-handover responsibilities. By following these guidelines, customers can maintain their websites confidently while understanding the boundaries of developer support.

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