

Service agreement (customer contract)

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This is the contract that applies when you buy anything from HIRING UK. You accept it when you place an order, and your order reference is the record of that acceptance. Nothing is hidden behind a sales call: the whole agreement is on this page.

1. Parties

The Supplier: HIRING UK ("we", "us"), operator of the job board at www.hiringuk.co.uk. The Customer: the organisation named on the order and invoice ("you"), acting through the person who places the order and who confirms they are authorised to do so.

Supplier details

HIRINGUK LTD, trading as HIRING UK 270 Slade Road, Birmingham, England, B23 7LX Registered in England and Wales, company number 17414012 Email hello@hiringuk.co.uk Data protection enquiries dpo@hiringuk.co.uk, to Grigore Octavian Pupazan, Data Protection Lead Monday to Friday 9am to 3.30pm, Saturday 10am to 2pm

HIRINGUK LTD is not VAT registered, so there is no VAT on our prices and the price you see is the price you pay. Our entry on the Information Commissioner's Office register of fee payers is being completed and the reference is published here as soon as it is issued. Ask us for the current position at hello@hiringuk.co.uk and we will confirm in writing.

2. How the contract is formed

You select a package on the pricing page or when posting an advert. That order is an offer to buy. We accept it by issuing an invoice with a reference in the form HUK-YYMM-XXXXXX. From that moment this agreement, the terms of business, the website terms, the advert rules and the privacy notice form the whole agreement between us. No purchase order wording of yours varies it unless we agree in writing.

3. What we supply

Package | What you receive | Duration

Single job advert | One advert for one role, on the job board and in search, with all applications and CVs delivered to your dashboard | 30 days from publication

Featured job advert | As above, pinned above standard adverts, highlighted, and included in the weekly candidate email | 30 days from publication

5 job pack | Five standard advert credits | Credits valid 12 months from purchase

Company logo and branding | Your logo shown on an advert, or on every advert while a branding subscription runs | Per advert, or rolling monthly

Recruiter unlimited | Unlimited adverts, every one of them featured, with branding included | Rolling monthly

4. Fees and payment

- Fees are those published on the pricing page when you order, and exclude VAT, which is added at the prevailing rate (currently 20%).
- We issue a VAT invoice on order. Adverts publish and access switches on when payment clears, normally within one working hour on a business day.
- Approved account customers may pay within 30 days of the invoice date. Overdue amounts may carry statutory interest and reasonable recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.
- We give 30 days written notice of any price change. A change never affects an advert already paid for, or the current month of a subscription.

- Where you buy at a published launch or introductory rate, that rate stays yours for the same package while you keep buying it without a gap of more than six months.

5. Our obligations

- Publish your advert as submitted, subject to the advert rules, and keep it live for the full paid period.
- Keep the platform available with reasonable skill and care, and extend any advert affected by a prolonged outage that is our fault by the time lost.
- Deliver every application to your dashboard and keep your CV downloads available for the life of your account.
- Handle personal data as set out in clause 8 and in the privacy notice.
- Answer support requests within one working day.

6. Your obligations

- Advertise only genuine, currently available vacancies, described accurately.
- Follow the advert rules and the equality policy.
- Keep account credentials secure and not share or resell access.
- Use candidate data only to consider candidates for a genuine vacancy, and never sell, publish, bulk export or market to it.
- Pay invoices when due.

7. Term, cancellation and termination

- This agreement runs for the duration of the package bought, and for subscriptions until either side cancels.
- Cancel an unpublished advert at any time for a full refund. Once live, an advert is delivered and is not refundable, although you may close it early.
- Cancel a subscription with 30 days written notice to hello@hiringuk.co.uk. Part months are not refunded.
- Either party may end this agreement immediately if the other commits a material breach that is not put right within 14 days of being asked in writing, or becomes insolvent.
- We may suspend or remove content, or suspend the account, where the advert rules or the law are broken, or where payment is overdue. Where the fault is ours we credit the time lost, otherwise no refund is due.

8. Data protection

For candidate data collected through this platform we are the controller until it is delivered to you, and you become an independent controller of the copy you receive. Each party complies with the UK GDPR and the Data Protection Act 2018 in its own right, keeps appropriate security measures, and tells the other without undue delay about a personal data breach affecting data shared under this agreement. You agree not to keep candidate data longer than you need it for the vacancy and any resulting employment, and to answer candidate rights requests you receive about your own copy.

9. Confidentiality

Neither party discloses the other's confidential information (including candidate data, pricing agreed outside the published list, and account information) except to staff who need it, and each keeps it confidential for three years after this agreement ends.

10. Warranties and what is not promised

We warrant that we will supply the services with reasonable skill and care and that we have the right to provide them. We do not warrant a number of applications, the suitability of any applicant, or that a vacancy will be filled, because those depend on the role, the pay and the market. You warrant that every advert you place is genuine, lawful and accurate.

11. Liability

Neither party excludes liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be excluded. Subject to that, neither party is liable for indirect or consequential loss, loss of profit, loss of business or loss of goodwill, and our total liability for all claims connected with a service is limited to the fees you paid for that service in the 12 months before the claim.

12. General

- Force majeure: neither party is liable for delay caused by events outside its reasonable control.
- Assignment: you may not assign this agreement without our written consent, which we will not unreasonably refuse.
- Third parties: nobody other than you and us has rights under this agreement.
- Notices: by email, to hello@hiringuk.co.uk and to the address on your account.
- Variation: only in writing, or by us updating these published terms with 30 days notice to account holders.
- Law: the law of England and Wales, with the exclusive jurisdiction of its courts.

13. Acceptance

Placing an order confirms that you have read and accepted this agreement on behalf of the customer organisation. We record the date, the order reference, the package and the account that placed it, and you can see all of that at any time under Orders and invoices in your dashboard. Want a countersigned copy on paper or PDF for your records? Email hello@hiringuk.co.uk with the order reference and we will send one.