

Managed Cloud Hosting

Last updated 2nd November, 2024

1. General

1. Managed Cloud Hosting is an emulated server platform built using container technologies. This server contains compute, ram and storage resources allocated and productised in a server package, which Marsden Cloud makes available to you for the duration of your contract.
2. A Managed Cloud server does not have root administration rights.

2. Your Obligations

1. You are solely responsible for securing the server against any unwanted attacks and manipulation by third parties.

3. Our Obligations

1. Access to Your Managed Cloud Server is limited to You and any persons authorised by You.
2. In order to resolve technical incidents, We may remotely access the physical servers on which Your services are located and, therefore, we may have access to Your content. In this case, We shall only be permitted to perform the work that is required to resolve the incident.
3. We reserve the right to cancel the ServerCloud control panel if You have not purchased or consumed any resources for a period of greater than six months.
4. We reserve the right to update, change, modify or disconnect Your service in the case of:
 1. Excessive consumption of resources;
 2. Other disruptions that can be traced to You that are observed to be impairing the performance of the platform on which the resource is located- or infringing on the rights of third parties that share the infrastructure.
 3. In such cases, We shall notify You so that You can resolve the issue in question.

4. Custom stack

1. You can upload files, install applications and write your own source code.
2. You can manage the database and allow external access to authorised third parties.

5. Pre-installed application

1. We provide you with the platform required for Your application and update the platform it as necessary. The platform includes the operating system and all requested services. We always install the latest version of the application You have requested.

2. You agree to keep Your applications up to date. We provide only the latest version of the application in its portfolio. After installation, You are responsible for updating the application Yourself.
3. You are entitled to adjust Your own source code and to customise, within the limitations of the product, the database associated with the application. You can configure the application as desired.
4. We are obliged to provide a current version of the firewall at all times.