

POLICIES & PROCEDURES

Last updated: 1 September 2026

Kerriveo is committed to providing professional, transparent and reliable digital services to its clients. These policies and procedures explain the standards Kerriveo follows when providing website design, digital support, business set-up, branding, social media and related services. They are designed to protect both Kerriveo and its clients and to ensure expectations are clear from the beginning of every project.

1. Working With Kerriveo

Before work begins, clients may be asked to provide accurate contact and business information, complete the relevant customer set-up form, read and accept the applicable Terms & Conditions, provide the information, content and access reasonably required to complete the agreed work, and pay any agreed deposit or initial payment.

The exact service, price, timescale and requirements will be agreed with the client before work begins.

2. Client Information & Data Protection

Kerriveo only collects personal information that is reasonably necessary to communicate with clients, administer the business and provide requested services.

Information may include contact details, business information, project requirements, website and social media information, invoices, communications and content supplied for a project. Date of birth may be requested only where reasonably required for a particular account set-up or verification process.

Personal information will be handled in accordance with Kerriveo's Privacy Policy and applicable UK data-protection requirements.

Clients should never submit passwords, full bank/card details or one-time verification/security codes through Kerriveo's online customer forms.

3. Account Access & Security

Some services may require Kerriveo to access or make agreed changes to a client's website, social media, Google Business Profile, domain, booking system or other digital platform.

Where possible, official administrator, collaborator, partner or invitation features should be used instead of sharing passwords. Access will only be used for agreed work.

Clients remain responsible for maintaining appropriate security on their accounts and for removing Kerriveo's access when it is no longer required where appropriate.

4. Client Content, Images & Copyright

Clients are responsible for ensuring they have the legal right or appropriate permission to provide and use any photographs, videos, logos, graphics, written content, music, customer information, reviews or testimonials, trademarks, or other materials supplied to Kerriveo.

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By supplying content for a project, the client confirms that they own the content or have permission or appropriate rights to use it for the requested purpose.

Kerriveo may refuse to knowingly use material that appears to infringe another person's intellectual property or other rights.

5. Accuracy & Client Approval

Clients are responsible for checking information relating to their business before approving completed work. This includes names, telephone numbers, email addresses, prices, services, opening hours, addresses, spelling and other business information.

Clients should notify Kerriveo promptly if supplied information changes. Final approval may be requested before a website, design or other significant piece of work is published or completed.

6. Payments, Deposits & Refunds

Prices and payment arrangements will be confirmed before work begins. Where a deposit is required, work may not begin until that deposit has been received.

Additional work outside the originally agreed scope may result in an additional charge, which should be agreed before that additional work is carried out.

Refund eligibility depends on the service purchased, work already completed, digital products or services supplied and the circumstances of the cancellation. Full details are provided in Kerriveo's Terms & Conditions and Refund Policy.

Nothing in Kerriveo's policies is intended to remove or restrict any statutory consumer rights that cannot legally be excluded.

7. Project Timescales

Kerriveo will make reasonable efforts to complete projects within agreed timescales.

Completion dates may be affected where Kerriveo is waiting for client information, content or photographs, account access, payments, feedback, amendments, client approval, or information or action from a third-party provider.

Kerriveo cannot be responsible for delays caused by circumstances or third-party services outside its reasonable control.

8. Third-Party Platforms

Kerriveo may work with third-party services such as Wix, Google, Meta, Facebook, Instagram, Canva, TikTok, domain providers, booking systems and payment providers.

These services are independent third parties and operate under their own terms, privacy policies, pricing and technical arrangements.

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Kerriveo cannot guarantee the continued availability, functionality, pricing or policies of a third-party platform. Any third-party fees will be the client's responsibility unless Kerriveo has specifically agreed otherwise in writing.

9. Websites, Google, SEO & Social Media

Kerriveo can design, optimise and support a client's digital presence but cannot guarantee specific commercial results, including Google rankings, website traffic, social media reach, followers, engagement, leads, enquiries, bookings, sales or revenue.

Online performance can be affected by competition, algorithms, advertising, customer demand, location, pricing, client activity and factors outside Kerriveo's control.

10. Communication

Kerriveo may communicate with clients through agreed channels such as email, telephone, WhatsApp, social media messaging or online forms.

Clients are asked to provide accurate contact information and respond to requests for information or approval within a reasonable period. Significant changes to the agreed project should be confirmed in writing wherever possible.

11. Confidentiality

Kerriveo will treat non-public client and business information with appropriate confidentiality and will not intentionally disclose confidential information except where it is necessary to provide the agreed service, the client has authorised the disclosure, a third-party provider is required to perform the service, or disclosure is required by law.

12. Data Retention & Disposal

Kerriveo will not retain personal information for longer than reasonably necessary for the purpose for which it was collected, subject to applicable legal, tax, accounting and business requirements.

Information that is no longer required will be deleted or securely disposed of where appropriate.

13. Data Breaches

If Kerriveo becomes aware of a personal-data breach, reasonable steps will be taken to contain and investigate the incident and assess any potential risk to affected individuals.

Where legally required, the appropriate regulator and/or affected individuals will be informed. Certain reportable personal-data breaches must be reported to the Information Commissioner's Office within 72 hours of becoming aware of them.

14. Accessibility

Kerriveo aims to make its own website and digital communications clear and accessible.

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Clients experiencing difficulty accessing Kerriveo information are encouraged to contact Kerriveo so that reasonable alternative arrangements can be considered. Further information is available in the Kerriveo Accessibility Statement.

15. Complaints & Concerns

Kerriveo aims to resolve concerns fairly and professionally. Clients should contact Kerriveo as soon as possible if they are unhappy with a service so that the matter can be reviewed.

Data-protection concerns may also be raised with the Information Commissioner's Office (ICO) where applicable.

16. Changes to Policies

Kerriveo may review and update its policies and procedures as the business, services, technology or applicable requirements change. The latest versions will be made available through the Kerriveo website.

Related Kerriveo Documents

- [Privacy Policy](#)
- [Terms & Conditions](#)
- [Refund Policy](#)
- [Accessibility Statement](#)
- [Disclaimer](#)

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