

Terms of Service

Last updated: 27 March 2026

These Terms of Service ("Terms") govern your access to and use of the NoDisrupt website, web application, mobile applications, and related services (collectively, the "Services"). The Services are provided by LWTL Holdings Ltd, trading as NoDisrupt ("NoDisrupt", "we", "us", or "our").

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, do not use the Services.

1. Eligibility and Accounts

You must provide accurate information when creating an account and keep your account details up to date.

You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

You must notify us promptly at support@nodisrupt.com if you believe your account has been accessed without authorisation or if there has been any other security incident affecting your account.

2. Our Services

NoDisrupt provides monitoring and observability services that may include website and API monitoring, heartbeat monitoring, status pages, alerting, reporting, and related features.

We may add, remove, or modify features from time to time. Some features may be available only on paid plans or may be subject to usage limits.

3. Acceptable Use

You must not:

- use the Services for any unlawful, fraudulent, abusive, or misleading purpose;
- interfere with or disrupt the integrity, security, or performance of the Services;
- attempt to gain unauthorised access to any system, account, or data;
- use the Services to infringe the rights of others, including intellectual property, privacy, or contractual rights; or

resell, sublicense, or commercially exploit the Services except where we have expressly agreed otherwise in writing.

We may suspend or restrict access to the Services if we reasonably believe you have breached these Terms or if your use creates risk for us, our users, or third parties.

4. Free and Paid Plans

We may offer free plans, paid subscriptions, credits, trials, promotions, or custom commercial arrangements.

Paid plan features, usage limits, billing intervals, and pricing will be described at the point of purchase or in your account area. You are responsible for ensuring that the plan you select is suitable for your intended use.

5. Billing, Renewal, and Cancellation

Paid subscriptions are billed in advance on a recurring basis unless stated otherwise.

Unless you cancel before the end of your current billing period, your subscription will automatically renew and you authorise us to charge the payment method on file for the applicable renewal fees and taxes.

You may cancel a paid subscription at any time through your account settings or by contacting support@nodisrupt.com. Cancellation takes effect at the end of the current prepaid billing period unless we state otherwise.

If you upgrade your plan, the change may take effect immediately and pricing may be prorated where applicable. If you downgrade your plan, the downgrade may take effect at the end of the current billing period unless we state otherwise.

6. Refunds

If you are a consumer and applicable law gives you a right to cancel or withdraw from a purchase, that right will apply subject to any lawful exceptions, including where you have expressly requested that digital services begin during the cancellation period.

Except where required by law or expressly stated by us in writing, fees paid for the Services are non-refundable.

7. Customer Content and Data

You retain ownership of the data, content, configurations, URLs, endpoints, contact information, and other materials that you submit to the Services ("Customer Data").

You grant us a non-exclusive, worldwide, limited licence to host, process, transmit, and otherwise use Customer Data only as necessary to provide, secure, maintain, and improve the Services and to comply with applicable law.

You are responsible for ensuring that you have the right to provide Customer Data to us and to instruct us to process it on your behalf.

8. Intellectual Property

The Services, including our software, branding, logos, design, text, graphics, and other content, are owned by or licensed to NoDisrupt and are protected by intellectual property laws.

Except for the limited right to use the Services in accordance with these Terms, no rights are granted to you by implication, estoppel, or otherwise.

9. Third-Party Services

The Services may integrate with or depend on third-party products, platforms, hosting providers, communications tools, payment processors, or other external services. We are not responsible for third-party services, and your use of them may be subject to separate terms and privacy policies.

10. Service Availability

We aim to provide a reliable service, but we do not guarantee that the Services will always be available, uninterrupted, secure, or error-free.

Scheduled maintenance, emergency maintenance, third-party outages, internet failures, and events outside our reasonable control may affect availability or performance.

11. Disclaimer

To the maximum extent permitted by law, the Services are provided on an "as is" and "as available" basis. We disclaim all warranties, whether express, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, non-infringement, and any warranties arising from course of dealing or usage of trade.

12. Limitation of Liability

To the maximum extent permitted by law, NoDisrupt and its officers, directors, employees, contractors, affiliates, licensors, and suppliers will not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, or for any loss of profits, revenue, business, goodwill, data, or anticipated savings, arising out of or relating to the Services or these Terms.

To the maximum extent permitted by law, our aggregate liability arising out of or relating to the Services or these Terms will not exceed the total amount paid by you to NoDisrupt for the Services during the 12 months immediately preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

13. Indemnity

If you use the Services on behalf of a business or other legal entity, you agree to indemnify and hold harmless NoDisrupt from claims, liabilities, damages, losses, and expenses arising out of your Customer Data, your misuse of the Services, or your breach of these Terms.

14. Suspension and Termination

We may suspend or terminate your access to the Services immediately if we reasonably believe you have breached these Terms, if payment is overdue, if required by law, or if necessary to protect the Services, our users, or third parties.

You may stop using the Services at any time. Sections that by their nature should survive termination will continue to apply after termination, including those relating to payments due, intellectual property, disclaimers, liability, indemnity, and governing law.

15. Privacy and Data Processing

Our Privacy Policy explains how we collect, use, and protect personal data. If you act as a controller and require a data processing agreement, please contact us at support@nodisrupt.com.

16. Changes to These Terms

We may update these Terms from time to time. If we make material changes, we will provide notice by appropriate means, such as posting the updated Terms on our website, in-product notice, or email where appropriate.

Your continued use of the Services after the updated Terms take effect means you accept the revised Terms.

17. Governing Law and Jurisdiction

These Terms and any non-contractual obligations arising out of or in connection with them are governed by the laws of England and Wales.

The courts of England and Wales will have exclusive jurisdiction over any dispute arising out of or in connection with these Terms or the Services, except where mandatory consumer protection law provides otherwise.

18. Contact Us

If you have any questions about these Terms, please contact us at support@nodisrupt.com.