Terms and Conditions

SafeTemp is the trading name of Matthew Griffiths · Effective from September 2026

1. Who We Are

SafeTemp (“we”, “us”, “our”) is the trading name of Matthew Griffiths, a sole trader operating from Unit 172700, PO Box 7169, Poole, BH15 9EL. These terms apply whenever you (“you”, “the Customer”) sign up for or use the SafeTemp service.

2. The Service

SafeTemp provides wireless temperature sensors, a hub device, and a cloud-based dashboard (the “Service”) that monitors temperatures at your premises, stores a history of readings, and sends alerts by email and/or SMS when a reading falls outside the range you set, a sensor stops reporting, or a battery needs attention.

The Service is provided on a subscription basis. Details of what's included at your plan level, including any limits (such as the SMS allowance), are set out at the point of sign-up or in your account settings.

3. Your Food Safety Responsibilities

SafeTemp gives you continuous, round-the-clock visibility that periodic manual checks alone cannot — it catches a problem the moment it starts, not just at the next scheduled check, and it keeps an accurate, timestamped record you can call on for due diligence and inspections. Many customers find it meaningfully reduces how much manual checking they need to do day to day.

That said, UK food safety law places responsibility for the safety of food on you, the food business operator, personally — this responsibility sits with you regardless of what tools, equipment or systems you use, and it cannot be transferred to a monitoring service or any other third party. This would be true of any monitoring system, however capable, because the law was written around operator responsibility, not around any particular piece of equipment.

In practice, this means SafeTemp is there to strengthen your existing food safety practice, not to replace your obligations under the Food Safety and Hygiene (England) Regulations 2013 (or the equivalent legislation applicable in Scotland, Wales or Northern Ireland). We'd encourage you to keep a sensible level of your own judgement in place alongside it, particularly for your highest-risk stock.

4. Fees and Payment

You can choose to be billed monthly or annually, in advance, via our payment provider, Stripe, to the payment method you provide. Prices are set out at sign-up and in your account settings, and may change from time to time — we will give you at least 30 days' notice of any price change before it takes effect.

If a payment fails, we will attempt to notify you and may suspend access to the Service until payment is resolved. Continued failure to pay may result in termination of your account in line with Section 10.

5. The Hardware

Sensors and the hub are supplied to you free of charge as part of your subscription, along with replacement batteries whenever your dashboard or a low-battery alert indicates one is needed — there's nothing extra to pay for keeping units powered and running.

If a unit develops a genuine fault, we will replace it free of charge. If a unit is lost, or damaged through misuse, accident, or a cause other than a manufacturing or component fault, a replacement will be chargeable at our then-current rate, which we will confirm with you before proceeding.

If you cancel within your first 12 months with us, we'd ask that your hardware be returned — if it isn't sent back within a reasonable time of cancelling, we may invoice you for its replacement cost. Beyond that point, we may not always ask for hardware to be returned, though we'd of course welcome it back if you ever wanted to send it our way for refurbishment.

6. Your Responsibilities

To get the most reliable service, you agree to:

- Install and position sensors and the hub in line with the guidance we provide;
- Ensure the hub has a stable power supply and WiFi connection;
- Keep your contact details (including the phone number and email address used for alerts) up to date;
- Replace sensor batteries when prompted by the dashboard or low-battery alerts;
- Not attempt to open, modify, or interfere with the internal electronics of any sensor or hub, other than for battery replacement as intended.

7. Service Availability

We make reasonable efforts to keep the Service available and to deliver alerts promptly, but we do not guarantee uninterrupted availability. The Service depends on your own power supply, WiFi network, and internet connection, none of which we control, as well as third-party infrastructure such as SMS and cloud hosting providers. We are not responsible for failures or delays caused by these third parties or by circumstances outside our reasonable control.

8. Our Liability to You

To the fullest extent permitted by law, our total liability to you arising from or in connection with the Service, whether in contract, tort (including negligence) or otherwise, is limited to the total fees you have paid us in the 12 months before the event giving rise to the claim.

We are not liable for any indirect or consequential loss, including loss of stock, loss of profit, or business interruption, except to the extent such a loss arises from our negligence and cannot lawfully be excluded.

Nothing in these terms excludes or limits liability for death or personal injury caused by our negligence, for fraud, or for any other liability which cannot be excluded or limited under English law.

9. Data Protection

We collect and process personal data (such as your contact details) and temperature data in order to provide the Service, in line with UK data protection law. Full details of what we collect, how it's used and stored, and your rights over it, are set out in our separate Privacy Policy, available at www.safetemp.co.uk, which forms part of these terms.

10. Cancellation and Termination

You may cancel your subscription at any time from your account settings. Cancelling stops your subscription from renewing — you'll keep full access for the remainder of the period you've already paid for, and it will then simply stop, with no further charge. We do not offer refunds for any unused portion of a current billing period.

We may suspend or terminate your account if fees remain unpaid, if you breach these terms, or if we reasonably believe the Service is being used in a way that could cause harm to us, other customers, or third parties.

11. Changes to These Terms

We may update these terms from time to time, for example to reflect changes to the Service or to applicable law. We will give you reasonable notice of any material change before it takes effect. Continuing to use the Service after a change takes effect means you accept the updated terms.

12. Governing Law

These terms are governed by the law of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact Us

If you have any questions about these terms, please contact us at support@safetemp.co.uk or write to us at Unit 172700, PO Box 7169, Poole, BH15 9EL.