



Terms and Conditions

These Terms and Conditions govern your access to and use of the BlueRays website, digital platforms, software solutions, and related services. By accessing our website or using our services, you agree to these Terms and Conditions.

1. About BlueRays

BlueRays is a technology solutions company providing cloud-based software platforms, custom systems development, mobile application development, systems integration, implementation, customization, training, technical support, and related digital services.

Our software solutions include platforms such as **eRIMS, Squidal, Genius POS, RealTimer, DataSync, Property Master, and School Manager**, together with other solutions that may be introduced from time to time.

2. Use of Our Website

You may use the BlueRays website to learn about our company, products and services, request information, contact us, schedule consultations, and access other services that we may make available.

You agree not to use this website for any unlawful purpose or in any manner that could damage, disable, interfere with, or compromise the website, our systems, or other users.

3. Software Products and Services

Information provided on this website about BlueRays products and services is intended to provide a general overview of their capabilities.

Actual features, configurations, integrations, implementation requirements, pricing, and service levels may vary depending on the client's requirements and the specific agreement entered into with BlueRays.

Where a separate agreement, quotation, service agreement, licence agreement, statement of work, or product-specific terms have been agreed with a client, those terms will govern the relevant service in the event of any conflict with these general Terms and Conditions.

4. Account Registration and Access

Some BlueRays platforms require an organization or authorized representative to request an account before accessing the service.

Clients are responsible for ensuring that information supplied during onboarding is accurate and for maintaining the confidentiality of usernames, passwords, and other account credentials.

Users must not share accounts with unauthorized persons or attempt to access information, accounts, or areas of a system for which they have not been granted permission.

BlueRays reserves the right to suspend or restrict access where we reasonably believe an account is being misused, compromised, or used in violation of applicable terms.

5. Customization and Implementation

Certain BlueRays solutions may be configured or customized according to a client's operational requirements.

The scope, cost, delivery period, responsibilities, and deliverables associated with customization or implementation will normally be defined in a separate quotation, proposal, agreement, or statement of work.

Requests that fall outside the agreed scope may be subject to additional charges and revised delivery timelines.

6. Fees and Payments

Fees for BlueRays products and services may include setup fees, subscription charges, transaction or usage-based fees, customization costs, support fees, or other charges depending on the service.

Applicable fees and payment terms will be communicated through a quotation, service agreement, invoice, or other commercial arrangement.

Unless otherwise agreed, clients are responsible for paying all applicable fees within the stated payment period.

7. Third-Party Payment Services

Some BlueRays platforms, including event registration and other transaction-based solutions, may integrate with third-party payment service providers.

Where payments are processed through a third-party provider, the transaction may also be subject to that provider's terms, processing fees, policies, and service availability.

BlueRays is not responsible for failures, delays, interruptions, or other issues arising solely from third-party payment infrastructure outside our reasonable control.

8. Client Data

Clients retain ownership of the data they submit to BlueRays platforms, subject to applicable agreements and laws.

BlueRays may process such data where necessary to provide, maintain, secure, support, and improve the services provided to the client.

Clients are responsible for ensuring that they have the appropriate authority and lawful basis to collect, submit, store, and process information through our platforms.

Our handling of personal information is further described in our **Privacy Policy** and, where applicable, client-specific data protection agreements.

9. Data Security

BlueRays takes reasonable technical and organizational measures to protect information processed through our systems against unauthorized access, loss, misuse, alteration, or disclosure.

However, no internet-based or electronic system can be guaranteed to be completely secure. Clients and users are also responsible for following appropriate security practices, including protecting account credentials and promptly reporting suspected unauthorized access.

10. Intellectual Property

Unless otherwise agreed in writing, the BlueRays name, branding, website content, software platforms, source code, system designs, interfaces, documentation, and other proprietary materials remain the intellectual property of BlueRays or their respective licensors.

Clients are granted only the rights necessary to use the relevant services in accordance with their applicable agreement.

No BlueRays software, content, or intellectual property may be copied, reproduced, reverse-engineered, modified, resold, redistributed, or commercially exploited without appropriate authorization.

Custom-developed software and intellectual property rights associated with bespoke projects will be governed by the applicable project agreement.

11. Availability of Services

BlueRays aims to provide reliable and accessible services but does not guarantee uninterrupted availability at all times.

Services may occasionally be unavailable because of maintenance, upgrades, internet or telecommunications failures, hosting infrastructure, third-party services, security incidents, or circumstances beyond our reasonable control.

Where reasonably possible, BlueRays will work to restore affected services promptly.

12. Support and Maintenance

Technical support arrangements may vary depending on the product, subscription, or agreement.

BlueRays may provide system maintenance, updates, bug fixes, user assistance, training, and other support services according to the applicable service arrangement.

Additional customization, development, training, or support outside the agreed scope may attract additional charges.

13. Acceptable Use

Users must not use BlueRays systems to:

- Conduct unlawful, fraudulent, or malicious activities.
- Attempt to gain unauthorized access to systems or information.
- Introduce malware, viruses, or other harmful software.
- Interfere with the operation or security of our systems.
- Collect or process information unlawfully.
- Misrepresent their identity or authority.
- Use the services in a way that infringes the rights of BlueRays or any third party.

14. Limitation of Liability

To the extent permitted by applicable law, BlueRays will not be liable for indirect, incidental, consequential, or special losses arising from the use or inability to use our website or services.

BlueRays will also not be responsible for losses caused by circumstances outside our reasonable control, including failures of telecommunications networks, internet services, third-party platforms, payment providers, or infrastructure.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

15. Suspension and Termination

BlueRays may suspend or terminate access to a service where a client or user materially breaches these Terms, fails to meet agreed payment obligations, compromises system security, engages in unlawful activity, or otherwise violates an applicable service agreement.

Where appropriate, reasonable notice will be provided before termination unless immediate action is required for security, legal, or regulatory reasons.

16. Third-Party Services and Links

Our website and software may contain links to or integrations with third-party websites, applications, APIs, payment providers, communication services, or other platforms.

BlueRays does not control these third-party services and is not responsible for their content, availability, security practices, or privacy policies.

17. Changes to Our Services

BlueRays may periodically improve, modify, update, add, or discontinue features of its website and software platforms.

Where a change materially affects a contracted service, it will be handled in accordance with the applicable client agreement.

18. Changes to These Terms

We may update these Terms and Conditions periodically to reflect changes to our services, business operations, technology, or legal requirements.

The latest version will be published on this website together with the date of the most recent update.

19. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws applicable to the BlueRays entity providing the relevant service, unless otherwise specified in a separate agreement.

Any dispute relating to a contracted service will be handled in accordance with the dispute resolution and governing law provisions contained in the applicable agreement.

20. Contact Us

If you have questions about these Terms and Conditions, our products, or your use of BlueRays services, please contact us through the contact information provided on our website