

Company Advantage Cyber Security Terms and Conditions

TERMS AND CONDITIONS
UPDATED: 16th April 2025

1. Who are we

Security Everywhere provides enterprise-grade cybersecurity services tailored to small and medium-sized businesses (SMEs). With years of experience supporting UK businesses, we've partnered with Propertymark to offer simplified cybersecurity packages to Company Advantage members.

2. What's Included in the Propertymark Packages

Eligible firms receive access to one of the following packages depending on their Company Advantage tier:

Essential Package

Cyber Email Health Check

We conduct a one-off review of your business email domain using industry-leading tools to detect any security gaps. This specific check can only be carried out on Microsoft 365 or Google Workspace domains. In addition to this, we will check your email security records and report on any vulnerabilities like spoofing and email deliverability issues. This check can be done on any custom domains (but not public email services like Gmail, Hotmail, Yahoo etc.) Delivered as a summary report with next-step recommendations.

How to Access: The primary contact may request an Email Health Check at any time by emailing support@security-everywhere.com.

Weekly Cyber Tips Email

We will send you a short, practical email every week with actionable tips to help you and your staff avoid common cyber threats. The emails are designed to be easy to read and implement with no technical jargon.

How to Access: The Cyber Tips will be automatically sent to the primary contact email address. Please contact support@security-everywhere.com if you'd like to update the main recipient, or if you need to add or remove any other email addresses.

Cyber Health Quiz and Review

We will send you a self-assessment quiz designed to evaluate your business's cybersecurity awareness and controls. The results you submit are reviewed by our team, and you'll receive a summary of key strengths, gaps, and advice for improvement.

How to Access: The primary contact will receive an email with the quiz link. Please contact support@security-everywhere.com if you do not receive this link within 30 days of signing up to a Package.

Monthly LinkedIn Live Cyber Events

The primary contact will receive an invitation to our monthly expert-led cyber awareness events streamed live on LinkedIn. These sessions cover emerging threats, trends, and best practices relevant to SMEs.

How to Access: Invitation links are sent via email each month to the primary contacts' email address. Please contact support@security-everywhere.com if you'd like to update the main recipient, or if you need to add or remove any other email address.

Premium Package

Includes all Essential Package benefits, plus:

Mobile Device Security (MDS) – Up to 3 Devices

Protection for up to three mobile devices via our Lookout Mobile Device Security ("MDS") platform service. This includes real-time protection designed to minimize phishing, malicious apps, device compromise, and risky Wi-Fi/network activity. Setup is guided and monitored by our support team. It is worth noting that we have no access to your private data, web browsing or history – the MDS service will notify you if anything you are doing is compromising your security or privacy but will not pass any details to us other than the generic threat data so we can spot and act on trends or major compromises.

How to Access: You will be contacted by Security Everywhere and we will ask you to supply the email addresses of the people to be protected by the MDS service. Once we have that information, each user will receive onboarding instructions to register and protect each device using the Lookout platform.

IMPORTANT NOTE: A specific requirement of using the Mobile Security Service mandates that the Member Primary Contact makes all Users aware of, and agree to the User Agreement (as provided by the software provider, Lookout, under the title "Enterprise End User Terms of Service"). This document can be found at: [Enterprise End User Terms of Service](#). Additionally, please note that Lookout, as well as Security Everywhere, has access to the monitored data (which doesn't include any Personal Data apart from the email address of the User and the blocked web address input by the User).

Cyber Helpline (Email Support)

Access our dedicated email-based cyber helpline. Use it to:

- Ask security-related questions
- Get guidance on suspicious emails or activity
- Clarify best practices for staying secure.

We aim to respond within one business day.

How to Access: The primary (or other nominated) contact may email Cyber Security queries to propertymark-cyberhelp@security-everywhere.com, including their Propertymark membership number in the subject line.

Annual Dark Web Scan & Report

Once a year, we will scan the dark web for compromised credentials and business-related password exposures associated with your domain. You'll receive a summary report showing findings and mitigation advice.

How to Access: Security Everywhere will ask the primary contact to confirm the domain(s) to be scanned. Alternatively, you can request the scan via email by sending an email to support@security-everywhere.com.

Elite Package

Includes all Essential and Premium Package benefits, with:

Mobile Device Security (MDS) – Up to 6 Devices

Same protection as in the Premium package, extended to cover up to six mobile devices.

How to Access: You will be contacted by Security Everywhere and we will ask you to supply the email addresses of the people to be protected by the MDS service. Once we have that information, each user will receive onboarding instructions to register and protect each device using the Lookout platform.

IMPORTANT NOTE: A specific requirement of using the Mobile Security Service mandates that the Member Primary Contact makes all Users aware of, and agree to the User Agreement (as provided by the software provider, Lookout, under the title "Enterprise End User Terms of Service"). This document can be found at: [Enterprise End User Terms of Service](#). Additionally, please note that Lookout, as well as Security Everywhere, has access to the monitored data (which doesn't include any Personal Data apart from the email address of the User and the blocked web address input by the User). See Section 7 below for details on discounted additional services, which are available in conjunction with your chosen membership package.

3. Package Duration and Renewal

Each package is provided for 12 months in line with your Company Advantage membership. Renewal is automatic if your Company Advantage membership remains valid and Propertymark confirms eligibility.

4. Access and Setup

Once enrolled, the primary contact will receive setup instructions via email. You may nominate users via our onboarding process. Our team will assist with activating services such as Mobile Device Security and provide links to access your cyber tools and reports.

Setup typically takes less than 15 minutes for most services.

For questions about your package tier, access rights, or membership status, please contact Propertymark.

5. Our Responsibilities

Security Everywhere will:

- Deliver the services listed in your package.
- Act professionally and in good faith.
- Keep your data secure and process it in line with GDPR and our Privacy Policy (<https://www.security-everywhere.com/privacy-notice/>)
- Maintain appropriate insurance coverage, including professional indemnity and cyber liability for Security Everywhere.
- Provide clear onboarding instructions and respond to support queries as soon as we are able to do so.
- Notify you as much in advance as reasonably possible of any changes to your service or availability.

6. Your Responsibilities

We ask that member firms:

- Use the services in good faith and for business purposes only.
- Follow the onboarding and security instructions provided.
- Notify us of any suspected security breach or service issue as soon as possible.
- Ensure only authorised users access the licensed services.
- Respond promptly to onboarding or review requests (to keep services running smoothly).
- Contact Propertymark for questions about eligibility, membership status, or Company Advantage programme queries.

7. Adding Additional Services

Security Everywhere offers other Cyber Security Services which help your business to be secure. These services are offered at a 10% discount rate for current Propertymark Company Advantage members. You can also purchase additional Mobile Device Security licenses, if you need to protect more people than those already included in your Propertymark Company Advantage Membership.

These services will be contracted directly with Security Everywhere. You can sign up for these and Security Everywhere will bill you for any additional services or upgrades directly.

You can see a summary of the additional services on offer here, at:

<https://www.security-everywhere.com/#about-our-services>.

To request an upgrade or addition to your services, please contact our support team at support@security-everywhere.com email with a brief description of your requirements. Security Everywhere will contact you to confirm, followed by a quote and next steps.

8. Support

Support with any of the services listed above is available during English business hours. We'll help with setup, troubleshooting, and general service questions.

Support helpline access (available via email only): support@security-everywhere.com

Cyber helpline access (available via email only) as included in Premium and Elite packages: propertymark-cyberhelp@security-everywhere.com

For questions related to your Propertymark membership or eligibility, please contact Propertymark directly.

9. Complaints

If something isn't working as expected, please email us at support@security-everywhere.com. We'll do our best to resolve any issues fairly.

If your issue relates to eligibility or program access, please contact Propertymark directly.

10. Contact Details

Security Everywhere

Website: www.security-everywhere.com

Support: support@security-everywhere.com

Cyber Help Line (for Premium & Elite Members): propertymark-cyberhelp@security-everywhere.com

Phone: +44 (0) 20 3195 0555

This summary applies only to the services offered under the Propertymark Company Advantage programme. For Security Everywhere direct full terms of service, please visit: <https://www.security-everywhere.com/terms-and-conditions/>