Boxphish

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Available to purchase until 19/08/2028

Boxphish is a UK-based cybersecurity awareness platform that helps institutions train employees to identify and respond to phishing and other cyber threats. It offers automated phishing simulations, bite-sized training modules, dark web scanning, and detailed reporting to reduce human error and strengthen security posture.

Key Facts

Benefits

- Simple subscription model, Jisc discounted rate

- Pricing per staff member per year, students available as a heavily reduced bolt-on

- Fixed pricing for 3 year terms

- Custom branding and content available

- Pay annually or upfront

- NCSC Accredited content

Important Dates

Agreement start: 20 August 2025

Agreement end: 19 August 2028

Subsequent invoice date: The subsequent invoice will be 3 months in advance of the start date of the licence

Commitment Period

Institutions may participate in the Agreement at any time during its life, but shall be bound by its Terms and Conditions, including payments, until the end of their 3 year term.

Licence Type

- Per user license (member of staff)
- Students are available as a bolt-on purchase, not available separately.

Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and Universities and Colleges of Further

Education in the Republic of Ireland.   Other organisations supporting education, including research bodies and the public sector, may ask to participate in the Agreement. Chest will liaise with the Supplier about any such requests.
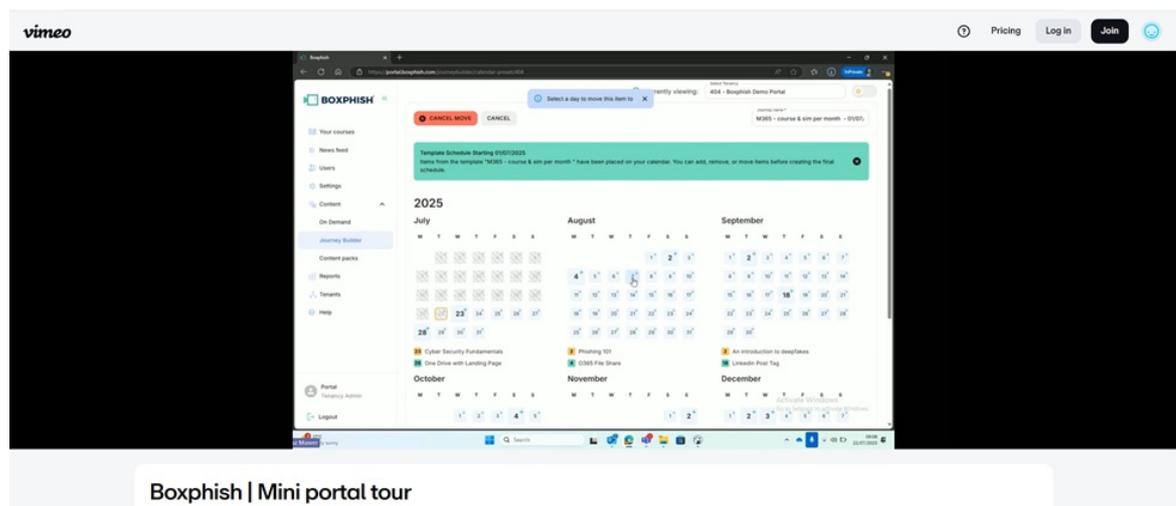
Service and Support

Trials

Product demonstrations and sales support are available. Please contact **help@chest.ac.uk** for further information.

Product Documentation

- **Boxphish service overview**
- Click below for a short video tour of the Boxphish portal

Boxphish | Mini portal tour

Training Documents

Boxphish User Guide - **User Guide - Boxphish Knowledge Base**

Technical Support

Upon purchase of a Boxphish subscription, typically a 45 minute onboarding call is required between the institution and Boxphish Customer Success team. This allows Boxphish to support with technical enablement and connection to Active Directory (or alternative) for automated user management.

Once onboarded, quarterly check in's with Customer Success Team will be implemented.

Support will be provided by a dedicated Customer Success Manager. If you have not been allocated a Customer Success Manager you can contact Support via:

- Email: support@boxphish.com
- Phone: **0800 861 1318**
- Online: **Boxphish Knowledge Base**

Supplier Web Address

Boxphish Knowledge Base

The Cyber Security Awareness Training Platform Made For Busy IT Teams | Boxphish

System Releases, New Versions and Functionality

As a SAAS based platform, continuous features and updates are released and distributed to all clients periodically throughout the term of the contract.

Method of Delivery of the Products

Boxphish has two delivery methods. The primary and most common method is cloud based, online portal & dashboard hosted by Boxphish and accessed via the internet. If the customer has an LMS system and wants to host Boxphish content within this tool, then SCORM files of the modules are available to facilitate this.

Terms and Conditions

Licensor: Boxphish Ltd. 8 Park Row, Leeds, LS1 5HD. Company No. 11458830.

The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

Licence Type

This licence is subject to the terms and conditions for the **Standard Software as a Service (SaaS) Licence (July 2024)**.

Payment Terms

Chest is an Enterprise of Jisc. All Purchase orders must be made out to **Jisc Services Ltd, 4 Portwall Lane, Bristol, BS1 6NB to cover all charges plus VAT.** Payments are due within thirty days of the invoice date; recipients of late payments are entitled to interest in accordance with UK statutory provisions.

On receipt of a completed Order, and a Purchase Order (if required by the Institution) made payable to Jisc, Institutions will be invoiced depending on the licence and payment term selected. Invoices are payable within 30 days of the date of the invoice.

All purchases - annual payment option, they will be invoiced for year one immediately, with invoices for subsequent years to follow approximately three months prior to the licence anniversary date.

Termination Clauses

At the end of a Licence period the access to the software will be removed unless a further renewal is agreed.

Location and Use Permissions

The product may be used by any Authorised User of the Licensee for Educational Purposes which includes the administration and management of the licensee's educational and research operations. These permissions are described in the terms and conditions for the Standard Chest Licence for Software.

Students	Optional
Academic Staff	Yes
Non-Academic Staff	Yes
Administration and management	Yes
Staff home use rights	No
Student home use rights	No
Installation on Hosted Server	No

Exceptions to the Terms and Conditions

Clause 1

- The term 'Licensee Data' is added as a clause between 1.1 (g) and 1.1 (h) and reads:

"**Licensee Data**" means data shared by the Licensee with the Licensor under this Agreement

Clause 5

- Clause 5.4 is amended and now reads:

The Licensor will identify contacts for the support services and for other matters relating to this Licence Agreement, and shall:

(d) supply the Software to the Licensee in accordance with the Specification in all material respects and with reasonable skill and care.

(e) use commercially reasonable endeavours to make the Software available 24 hours a day, seven days a week, except for (i) planned maintenance and (ii) unscheduled maintenance (provided that the Licensor has used reasonable endeavours to give the Licensee at least six hours' notice in advance).

(f) at no additional cost to the Licensee, provide the Licensee with Licensor's standard customer support services during normal business hours in accordance with its Customer Service Plan in effect at the time that the Software is provided. The Licensor may amend the Customer Service Plan in its sole and absolute discretion from time to time. The Licensee may purchase enhanced support services separately at the Licensor's then current rates.

- Clause 5.5 is added to clause 5 and reads:

The Licensor reserves the right to amend the Software if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Software, and the Licensor shall notify the Licensee in any such event.

Clause 7

- A new clause is added before clause 7.1 and it reads:

All patents, rights to inventions, copyright and related rights, moral rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world (Intellectual Property Rights) vesting in the Software
belong exclusively to the Licensor or its licensors and nothing in the Agreement shall function to alter such ownership.

- A further new clause is added before clause 7.1 and it reads:

If the Licensee opts to receive any outputs of the Software via SCORM format, the Licensor shall retain all Intellectual Property Rights in such outputs. SCORM courses can be used by the Licensee within its existing Learning Management System (LMS) for the term of the Agreement. The Licensor shall be entitled to check or investigate usage of the Software from time to time and if it is found that the Licensee uses the Software SCORM files outside of the agreed subscription and/or without a valid license, then the Licensee will be liable for the full cost of the Software subscription to cover the period of use. A minimum of 12 months will be charged, or to the next nearest 12-month period at the time the breach in use has been discovered, whichever is higher, and any additional investigation costs. Notwithstanding the foregoing, if the Licensee has received written permission upfront from the Licensor to continue using the SCORM files outside of the Agreement, then this charge will not apply.

Additional Clause (Licensee Data)

- This clause is added between clause 7 (Intellectual Property Rights Indemnity) and clause 8 (Liability) and reads:

.1 The Licensor shall follow its archiving and security procedures for the Licensee Data.
.2 The Licensor shall promptly notify the Licensee in writing of any actual or suspected loss or damage to the Licensee Data. In the event of any loss or damage to the Licensee Data, the Licensor shall use reasonable commercial endeavours to restore the lost or damaged Licensee Data from the latest backup of such Licensee Data to be maintained by the Licensor or its service providers.
.3 All Intellectual Property Rights in any Licensee Data shall belong to the Licensee. The Licensee grants the Licensor a non-exclusive, non-transferable, right to use its Intellectual Property Rights in the Licensee Data to the extent required to provide the Software under this Agreement.

Additional Clause (Confidentiality)

- This clause is added between clause 7 (Intellectual Property Rights Indemnity) and clause 8 (Liability) and reads:

.1 Each party undertakes that it shall not at any time during this Agreement, and for a period of two years after termination or expiry of this Agreement, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause .2.

.2 Each party may disclose the other party's confidential information:

(a) to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Agreement. Each party shall ensure that its employees, officers, representatives, contractors, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause .2; and

(b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

.3 Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under this Agreement.

Additional Clause (Non-solicitation)

- This clause is added between clause 9 (Term and Termination) and clause 10 (Dispute Resolution) and reads:

For the period of this Agreement and for twelve months thereafter, neither Party shall solicit the services or employment of any of the other Party's personnel who have been involved with this Agreement or with activities relating to this Agreement. This provision does not apply to unsolicited approaches by any personnel to either Party nor to responses to any public recruitment campaign.

Additional Documents

Boxphish DPA

Commercial in confidence

Operating address: Chest (a Jisc Enterprise), 4 Portwall Lane, Bristol. BS1 6NB email:help@chest.ac.uk tel:0300 121 0878

Jisc (registered office), 4 Portwall Lane , Bristol, BS1 6NB | Charity No. 1149740 | Company No. 5747339
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