

# Skillbox Terms & Conditions

1. **The Provider:** Skillbox Training Ltd
2. **The Customer:** The customer of services as stated on the invoice
3. **Pricing Plan:** Monthly, 12 month or 24 month as stated on the invoice
4. **Price:** As stated on the invoice
5. **Quantity:** As stated on the invoice
6. **The Product:** Access to Skillbox (online assessment, learning and competence system)

## 7. Payment:

(a) The Customer accepts these terms and conditions as soon as the first invoice has been generated, with a recurring payment method which must remain in place in order to access Skillbox, unless otherwise stated on the invoice.

(b) Payment for the first month will be based on the number of licences purchased by the Customer and can be increased thereafter, as per usage.

(c) If any payment due to the Provider is not made in accordance with these terms and conditions, the Provider will be entitled to:

(1) Suspend licence provision and any other services to be performed under any other arrangement to the Customer. A reconnection charge will be applied to the Customer, equal to the previous month's payment, in order for services to be resumed;

(2) Terminate with immediate effect and pursue outstanding payment(s).

## 8. Terms:

(a) Each person using Skillbox ("Learner") requires their own licence, for which they need their own valid email address (not a generic or shared username). Each Learner may access and use the Product an unlimited number of times whilst a recurring payment method remains in place. The Provider reserves the right to deactivate any generic or shared accounts.

(b) The licences are solely for use by the Customer and resale of licences is not permitted without the express written permission of the Provider.

(c) No refunds are available for licences that are not used.

(d) Bulk import for adding large numbers of Learners and organisational structures can be set up within the Product.

(e) The number of licences reflect the number of Learners set up to use Skillbox at any one time. The Customer may delete licences and set up new Learners to recycle Learners without notifying the Provider.

(f) Inactive licences held on Skillbox, e.g. for long-term leave or HR purposes (provided there is a legitimate business reason for keeping them) are chargeable as a standard licence.

(g) The highest number of licences used within each month will be the amount billed for.

(h) If the Customer wishes to issue communications to any of its Learners to promote the services of the Provider, then the Provider is willing to assist in this process.

## 9. Technical:

(a) The Provider will securely host the Product and there will be no requirement for the

Customer to download or buy additional software to run or access Skillbox. Full details of hosting security details are available upon request.

**(b)** Learners will need to be able to access the internet with up-to-date operating systems. The Provider is not responsible for the provision of hardware or internet access, or the quality of these.

**(c)** While it is unlikely to occur, the Provider is not responsible for any damage to data, software, hardware, telecommunications or other equipment (including damage caused by virus transmission) that the Customer may experience as a result of visiting the Provider's website or any of its links. The Provider has implemented centralised, automated virus detection and virus software updates. All of the Provider's PCs have anti-virus software installed to detect and remove any virus automatically. The internal anti-virus policy stipulates that individuals must not: remove or disable anti-virus software; attempt to remove virus-infected files or clean up an infection, other than by the use of approved anti-virus software and procedures, and; report immediately any system warnings or behaviours that might indicate a virus, malware or unauthorised access has occurred.

#### **10. Intellectual Property Rights:**

**(a)** Materials, documents, web pages and learning resources including eLearning and assessments may not be copied, reproduced or disclosed to any third party without prior written consent of the Provider. The Product contains intellectual property owned by the Provider that cannot be used without a licence agreement or written permission. Some of the learning content may from time to time be licensed to the Provider by a third party and protected under their intellectual property rights and cannot be used without a licence agreement or written permission. Please check and seek permission with the Provider to avoid infringing copyright.

**(b)** The Provider allows the Customer to print and locally save copies of assessment results, training needs analysis, reports and certificates. The Customer will be responsible for the safe use, destruction and storage of data and also compliance with General Data Protection Regulations ("GDPR").

**(c)** The Provider's website may contain information and links to and from other online resources. The Provider does not maintain or control the content of these resources and the inclusion of such links does not imply that the Provider endorses or guarantees the reliability or accuracy of the information they contain.

#### **11. Implementation and Support:**

**(a)** The Customer will need to plan and prepare for Skillbox implementation at the appropriate level for their organisation. The Provider will make available reasonable support and Learner guide resources.

**(b)** The Provider offers the use of a Customer Service Desk to the Customer during normal office hours.

#### **12. Changes:**

**(a)** The Provider reserves the right to increase its pricing by giving the Customer:

**(1)** 30 days' written notice for Customers paying licences under Monthly Pricing Plan

**(2)** 90 days' written notice for Customers paying licences under 12 or 24 Month Pricing Plan

**(b)** The Product and all information contained within the website of the Provider is subject to alteration with or without notice.

(c) The Provider reserves the right to change and update subjects and resources, to add extra resources and to remove subjects and resources which become obsolete.

### **13. Cancellation:**

(a) The Customer has the right to cancel these terms and conditions by giving the Provider:

- (1) 30 days' written notice for Customers paying licences under Monthly Pricing Plan
- (2) 90 days' written notice for Customers paying licences under 12 Month Pricing Plan
- (3) 180 days' written notice for Customers paying licenses under 24 Month Pricing Plan

A final invoice will be sent by the Provider covering the cancellation period after which no further monies will be due and access to Skillbox and any data contained therein will no longer be available to the Customer. No refunds are available for unused licences, part months or unused months.

(b) If the Customer cancels their recurring payment method, at any time, without notifying the Provider, access to Skillbox will immediately be deactivated. Any outstanding invoices will become immediately due for payment. Customers paying under 12 Month Pricing Plans who cancel their recurring payment method, without giving the required 90 days' written notice, will also be invoiced for the 90 day cancellation period and this amount will be due for payment immediately. Customers paying under 24 Month Pricing Plans who cancel their recurring payment method, without giving the required 180 days' written notice, will also be invoiced for the 180 day cancellation period and this amount will be due for payment immediately. A reconnection charge will be applied to the Customer should the Customer require access to be reactivated following cancellation of the recurring payment method.

(c) Upon written notice of cancellation or termination of the recurring payment method, the Provider reserves the right to contact individual Learners set up under the Customer's account to support them to continue directly accessing their electronic learning records via Skillbox. Irrespective of whether such an arrangement is made, data will be held for a 12 month period after the end of the cancellation period. The Provider can reactivate this data for the Customer at any point during this 12 month period for the purpose of inspection or re-engagement, subject to the payment of licence fees. Once deleted, this data is non-retrievable.

### **14. Privacy and Data Protection:**

(a) The Provider does not provide information to any third parties without the consent of the Customer. The Provider takes reasonable technical and procedural precautions to prevent the loss, misuse or unauthorised alteration of personal data. The Provider will inform the Customer about other products and services of the Provider, but the Customer may stop receiving such messages at any time by contacting the Provider. Full details of our Privacy Policy can be found on the Provider's website. Any personal data will be treated in accordance with GDPR.

(b) Where the Provider acts as a Data Processor under the General Data Protection Regulations (GDPR), they will act in accordance with these regulations except where a local (English) law or regulatory frameworks require compliance from the Provider, for example where the Data Subject's or Data Controller's right to erasure conflicts with law enforcement.

(c) Where the Provider acts as a Data Controller under GDPR, they will act in accordance with these regulations except where a local (English) law or regulatory frameworks require compliance from the Provider, for example where the Data Subject's right to erasure conflicts with law enforcement. The Customer must make sure that any data that identifies people e.g. those being cared for is not recorded on Skillbox to comply with GDPR. When adding evidence

about situations relating to individuals, names must be changed to protect their identity.