



## Terms of Business for reviews / i-surveys from Learnership Ltd.

### Invoicing and Payment

Payment will be as specified and agreed in making the web order. Unless otherwise agreed, invoicing will be submitted during live period, payment due in full 28 days after date of invoice.

### Changes or Cancellation

Any cost incurred by Learnership Ltd. will be agreed prior to implementing changes or accepting cancellation. After a review is ordered, in the unforeseen event of cancellation or postponement, an invoice of 60% of the base fee, will become payable 28 days as above, all remaining fees on completion, unless otherwise agreed. One extension to closing date may be made without incurring an additional fee providing this is arranged more than 48 hours prior to set closing date.

### General Data Protection Regulation

Named data is rarely collected in conducting Learnership Ltd.'s on-line surveys. However, Learnership's Directors, Employees and Associates all adhere in their activities, with the provisions and requirements of the GDPR. Any personal data collected by Learnership Ltd., is held in accordance with the GDPR, and in this respect, the only data held is that keyed by the respondent.

When completing an on-line survey, respondents are asked to give their express consent for Learnership Ltd. to process any personal data keyed. With regards to educational surveys for minors, Learnership Ltd. will seek verification from schools/colleges, to establish parental consent has been gained, prior to survey launch.

Learnership Ltd. will not sell or share and named personal data, with any third parties. We will not share any information that identifies a Client, without the express written permission of the Client.

### IT Technical

Audits are built to operate online on Microsoft Internet Explorer 10 or above. Reports are produced in PDF format and are compliant with Adobe Reader Version 7 and above.

### Confidentiality

Learnership Ltd. undertakes at all times, to keep confidential and not to disclose to any third party without the Client's prior written consent, any confidential information or trade secret supplied by the Client or obtained by Learnership Ltd., as a result of this Agreement.

### Intellectual Property

The intellectual property rights to any survey materials, question sets, web screens and email content remain the property of Learnership Ltd.

The Client agrees and acknowledges it has no rights in the 'i-survey' or 'Learnership' trade-marks, models, templates, layout, coding, processes, logos and other proprietary elements of the techniques, applications and software delivered, unless specifically noted.

Applications delivered may only be used for the purpose as agreed with further use subject to agreement.

### Assumptions

Learnership Ltd. provides technical support only to the agreed Client administrator / contact. The Client is responsible for providing any support to their prospective respondents.

The Client provides any required data in format specified and agrees to the IT technical requirements outlined by Learnership Ltd.

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