



TERMS AND CONDITIONS

For Individual Consumers Registering for

Policing to Reduce Serious Violence: The Cambridge Online EBP Leaders' Short Course

Please read these important terms and conditions before purchasing the services: ***Policing to Reduce Serious Violence: The Cambridge Online EBP Leaders' Short Course***; and check that the terms and conditions contain everything which you want and nothing to which you are not willing to agree.

This contract sets out:

- Your legal rights and responsibilities;
- Our legal rights and responsibilities; and
- Certain key information required by law.

In this contract:

- 'Cambridge Centre', 'we', 'us' or 'our' means the Cambridge Centre for Evidence-Based Policing Ltd.;
- 'Customer', 'you' or 'your' means the individual person purchasing the Online Course from us as a consumer;
- 'Online Course' means the following services: ***Policing to Reduce Serious Violence: The Cambridge Online EBP Leaders' Short Course***; and
- 'Business Day' means a day other than a Saturday, Sunday, or bank or public holiday in England and Wales.

If you do not understand any of these terms and conditions and wish to discuss that, please contact us by email (chief@cambridge-ebp.co.uk).

Information About Us

We are the Cambridge Centre for Evidence-Based Policing Ltd.

Company registered in England and Wales under the Company Number: 08660094.

VAT Number: GB193651976.

Registered Office: Salisbury House, Station Road, Cambridge, CB1 2LA, United Kingdom.

Email Address: chief@cambridge-ebp.co.uk

Telephone Number: +44 (0) 1223 365 805



1 Introduction

- 1.1 If you purchase the Online Course from us, you agree to be legally bound by this contract.
- 1.2 This contract only applies to consumers. It does not apply to customers procuring services in the course of business.
- 1.3 This contract is only available in English. No other languages will apply to this contract.

2 Your Privacy and Personal Information

- 2.1 Our Privacy Policy is available at <https://www.cambridge-ebp.co.uk/privacy-policy>.
- 2.2 Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

3 The Online Course

- 3.1 The Online Course is a structured programme of lectures, tutorials and assessment. These services are delivered through our online learning platform and one-on-one live videocalls with a tutor.
- 3.2 The Online Course is organised into five core segments.
- 3.3 In total, you will have three tutorials and one assessment via one-on-one live videocall, with the live assessment including two tutors.



- 3.4 You will schedule one-on-one live videocalls with your tutor. One-on-one live videocalls may be available between 09:00–20:00 GMT/BST.
- 3.5 You must successfully complete all the segments, attend the three tutorials and pass the assessment within five weeks from the enrolment date.
- 3.6 Upon successful completion of the Online Course, you will receive your graduation certificate.

4 Pre-requisites

- 4.1 Before you place an order, you must check that the hardware and software requirements on your computer or device mean that you can access our online learning platform and attend the live videocalls. Please see the Key Technical Information in Appendix 1.
- 4.2 Before you place an order, you must acknowledge that the Online Course is only available in English and that you have a suitable command of the English language to take the Online Course.
- 4.3 When you take the assessment, passport identification will be required. You will provide it to your tutor at the start of your assessment via one-on-one live videocall. Your name, date of birth and nationality will be recorded to protect the integrity of the Cambridge Centre’s graduation certificates, which will include this information.
- 4.4 If you are under the age of 18, you may not purchase the Online Course from us.

5 Ordering the Online Course from Us

- 5.1 Below, we set out how a legally binding contract between you and us is made.
- 5.2 You place an order for an Online Course by submitting a registration form on our website.



- 5.3 Please read and check your order carefully before submitting it. However, if you need to correct any errors, please contact us immediately.
- 5.4 When you place your order, we will acknowledge it by email within two business days. This acknowledgement does not, however, mean that your order has been accepted.
- 5.5 We may contact you to say that we do not accept your order. This is typically for the following reasons:
- 5.5.1 The Online Course is unavailable (this may be because, for example, we have a shortage of staff);
 - 5.5.2 We cannot authorise your payment;
 - 5.5.3 There has been a mistake on the pricing or description of the Online Course.
- 5.6 We will only accept your order when we email you to confirm this (Confirmation Email). At this point:
- 5.6.1 A legally binding contract will be in place between you and us;
 - 5.6.2 Payment is owed; and
 - 5.6.3 We will carry out the services in the agreed manner.
- 6 Price and Payment**
- 6.1 The total price is £582.00, including VAT.
- 6.2 The price of the Online Course:
- 6.2.1 Is in pounds sterling (£) (GBP); and
 - 6.2.2 Includes VAT at the applicable rate.



- 6.3** Payment for the Online Course must always be made in advance of our carrying out the services.
- 6.4** We accept the following methods of payment:
- 6.4.1** Visa (debit and credit cards);
 - 6.4.2** MasterCard (debit and credit cards);
 - 6.4.3** American Express;
 - 6.4.4** PayPal; and
 - 6.4.5** Bank transfer to the account we nominate in the invoice.
- 6.5** We will do all that we reasonably can to ensure that all of the information you give us is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.
- 6.6** All payments by debit card or credit card need to be authorised by the relevant card issuer and may require extra security steps.
- 6.7** For payments via bank transfer, the payment is due within seven days from the day the invoice is issued. In the bank instruction form section labelled 'reference', you must quote the reference word and number that we provide in the invoice.

7 Right to Cancel

- 7.1** You have the right to cancel this contract within 14 days without giving any reason.



- 7.2 The cancellation period will expire after 14 days from the day of the conclusion of the contract (this is the day when we send you the Confirmation Email).
- 7.3 To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement sent by email to chief@cambridge-ebp.co.uk. You may use the model cancellation form attached in Appendix 2, but it is not obligatory.
- 7.4 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
- 7.5 We will not start providing the services during this cancellation period.

8 Effects of Cancellation

- 8.1 If you cancel this contract, we will refund all payments received from you.
- 8.2 We will issue the refund without undue delay, and no later than 14 days after the day on which we are informed about your decision to cancel this contract.
- 8.3 We will make the refund using the same payment method you used to make your purchase, unless you have expressly agreed otherwise.
- 8.4 In any event, you will not incur any fees as a result of the refund.

9 Carrying Out of the Services

- 9.1 We must carry out the services within the period set out in the Confirmation Email.
- 9.2 When payment is received, you will be notified of your enrolment date by email. If the enrolment date is not convenient, you may request a future date on which you would like to start the Online Course.



- 9.3 You will be provided with your enrolment details for the online learning platform and your tutor details no later than five days prior to the agreed enrolment date.
- 9.4 On the agreed enrolment date, your Online Course starts and you have five weeks from that day to successfully complete it.
- 9.5 This contract for the supply of services will be deemed as performed five weeks from the agreed enrolment date regardless of your successful completion of the Online Course, unless clause 9.6 applies.
- 9.6 Our carrying out of the services might be affected by events beyond our reasonable control. If so, there might be a delay before we can restart the services, having made reasonable efforts to limit the effect of any of those events and having kept you informed of the circumstances, but we will try to restart the services as soon as those events have been fixed.

10 Online Learning Platform Account

- 10.1 In order to access the online learning platform, you are required to create an account when you receive the enrolment details.
- 10.2 You must not share your account credentials, particularly your username and password. We accept no liability for any losses or damages incurred as a result of your account credentials being shared by you. If you use a shared computer or device, it is recommended that you do not save your account credentials in your Internet browser.
- 10.3 If you have reason to believe that your account credentials have been obtained by another person without consent, you should contact us immediately.
- 10.4 Either you or we may terminate your account. If we terminate your account, you will be notified by email.



11 Permission to Use the Online Learning Platform

- 11.1** When you access the online learning platform, you will not own the multimedia content therein. Instead, we give you permission to use it for the purpose of our carrying out the services according to this contract.
- 11.2** The multimedia content is personal to you.
- 11.3** The multimedia content is non-exclusive to you.
- 11.4** The multimedia content may not be:
- 11.4.1** Copied by you except for a reasonable number of necessary back-ups;
 - 11.4.2** Changed by you (which means, in particular, that you are not allowed to adapt, reverse-engineer or decompile it, or try to extract the source code from it, except where any of this is allowed by law);
 - 11.4.3** Combined or merged with, or used in, any other computer programme;
 - 11.4.4** Distributed or sold by you to any third party.
- 11.5** The online learning platform contains information which is owned by us or third parties or both. You must not conceal, change or remove any markings which show who owns this information.
- 11.6** Except where you have permission to use the multimedia content under this clause, you will not obtain any rights of ownership or other rights (of whatever nature) in the multimedia content or in any copies of it.
- 11.7** You must not deliberately introduce viruses or other malware, or any other material which is malicious or technologically harmful, either to or via our online learning platform.



11.8 You must not attempt to gain unauthorised access to any part of our online learning platform, the server on which our online learning platform is stored, or any other server, computer, or database connected to our platform.

12 Nature of the Services

12.1 The Consumer Rights Act 2015 gives you certain legal rights, for example:

12.1.1 The services must be carried out with reasonable care and skill.

12.2 We must provide you with services that comply with your legal rights.

13 Faulty Services

13.1 Nothing in this contract affects your legal rights regarding faulty services.

13.2 Please contact us if you want to discuss:

13.2.1 Us repeating the services;

13.2.2 Us fixing the services; or

13.2.3 A price reduction.

13.3 For more detailed information on your rights and what you should expect from us, please:

13.3.1 Contact us; or

13.3.2 Visit the Citizens Advice website: <https://www.citizensadvice.org.uk>.

14 End of the Contract

14.1 If this contract is ended, it will not affect our right to receive any money which you owe to us under this contract.



15 Limit on Our Responsibility to You

15.1 Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any:

15.1.1 Losses that were not foreseeable to you and us when the contract was formed;

15.1.2 Business losses; and

15.1.3 Losses to non-consumers.

15.2 We exercise all reasonable skill and care to ensure that our online learning platform is free from viruses and other malware. You are responsible for protecting your hardware, software, data and other material from viruses, malware and other Internet security risks. We accept no liability for any loss or damage resulting from a virus and other malware, or other harmful material that may adversely affect your hardware, software, data or other material, that occurs as a result of your use of our online learning platform (including the download of any multimedia content from it) or any other website or service to which we may provide a link.

16 Disputes

16.1 We will try to resolve any disputes with you quickly and efficiently.

16.2 If you are unhappy with our services or any other matter, please contact us as soon as possible.

16.3 If you and we cannot resolve a dispute using our internal complaint handling procedure, we will:

16.3.1 Let you know that we cannot settle the dispute with you;



- 16.3.2** If you wish to use alternative dispute resolution, give you the name and website address of an alternative dispute resolution provider; and
- 16.3.3** Indicate if we are prepared to submit to such an alternative dispute resolution procedure.
- 16.3.4** Before 1 January 2021, you may use the online dispute resolution (ODR) platform to resolve a dispute with us. For more details, please visit the website: <https://ec.europa.eu/consumers/odr/main>.
- 16.4** If you want to commence court proceedings, the courts of England and Wales will have non-exclusive jurisdiction in relation to this contract.
- 16.5** The laws of England and Wales will apply to this contract.
- 17 Third Party Rights**
- 17.1** No one other than a party to this contract has any right to enforce any terms of this contract.



APPENDIX 1

Key Technical Information

You need a computer or device with Internet access.

Online Learning Platform:

You must be able to access our online learning platform on your Internet browser: <https://www.courses.cambridge-ebp.co.uk>.

In order to use our online learning platform, you are required to create an account on our website when prompted.

You must be able to access multimedia content.

You must be able to download and save PDF, Word and Excel documents.

You must be able to edit Word and Excel documents.

Live Videocalls:

Our preferred videocall provider is Google Meet: <https://meet.google.com>.

You are not required to set up an account. You will be provided with a link that you must be able to access on your Internet browser.

Your computer must have microphone and camera capability.

When prompted by your tutor, you must be able to present your screen.

If you are unable to use Google Meet, please inform us immediately (chief@cambridge-ebp.co.uk) and we will endeavour to find a suitable alternative.



APPENDIX 2

Model Cancellation Form (the cancellation period expires after 14 days from the date of the Confirmation Email)

To:

Cambridge Centre for Evidence-Based Policing Ltd.

Salisbury House, Station Road, Cambridge, CB1 2LA, United Kingdom

chief@cambridge-ebp.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of the following services: 'Policing to Reduce Serious Violence: The Cambridge Online EBP Leaders' Short Course',

Ordered on [INSERT DATE],

Name of consumer(s),

[ADD NAME]

Address of consumer(s),

[ADD ADDRESS]

Date

[ADD DATE]

[*] Delete as appropriate.