



Email: [support@bishopsimon.co.uk](mailto:support@bishopsimon.co.uk)  
<https://bishopsimon.co.uk/>

## **Terms and conditions for IOSH approved biosafety foundation course**

21 September 2023

These terms serve a contract between learners and Bishop Simon Ltd. By ticking the checkbox, you have agreed with these terms and conditions.

Definitions: "You" means learner. "We", "Our". "Us" means Bishop Simon Ltd

Terms and conditions are outlined as follows:

### Learning and exam conditions

- 1) You agree that you have taken the assessment under examination conditions. This means that the work submitted is your own and you were not assisted by another individual or artificial intelligence support, including but not limited to ChatGPT.
- 2) You agree that you will not share login details (including username and passwords) provided to you. You agree not to share any other passwords, which includes but is not limited to the course transcripts. If you do, this is considered malpractice, and a breach of these terms.

- 3) If you have been found to engage in any malpractice (including cheating), this includes submitting exam responses that are not your own, we reserve the right to not issue you with a certificate. Your payment will not be refunded. We also have the right to refuse your enrolment on another course with us.
- 4) We have the right to monitor logins to check that login credentials are not being shared.
- 5) After you have paid for your course, you will have 40 days to complete the assessment. If you have not completed the assessment within 40 days, you will not be able to extend your access and your payment is non-refundable.
- 6) If you have completed the assessment within 40 days and failed the assessment, your payment is non-refundable. You will be able to register again after 3 months.
- 7) We carry out randomised checks for malpractice and may use your information to do this. This enables us to minimise the probability of malpractice.
- 8) The learning management system sends you reminders to encourage you to complete the course and to inform you of your progress.
- 9) You will have access to the course 6 months after completion.
- 10) You agree that all courses whether online, e-learning or in person is for education and information purposes only. It is not considered as advice or instruction provided to you, an organisation that you work for, or are associated with.
- 11) You agree to be respectful when providing comments on the learning management system.
- 12) You agree to be respectful in any online community or forum that we have set organised, and that you have chosen to be part of.
- 13) You agree not to engage in bullying (including cyber bullying) and harassment.
- 14) We will remove any comments that are not respectful.
- 15) We will remove any comment that bring Bishop Simon in disrepute and that may cause reputational damage.

## Privacy

- 1) You agree that we can collect the necessary data for you to gain access to the course, complete the course successfully, issue you with your certificate and investigate course malpractice. We will need you to enter your payment details, your email address and your postal address.
- 2) Our financial transactions for taking payment and issuing refunds is handled through Stripe. You can review the Stripe privacy policy here: <https://stripe.com/>. We will share information with stripe only to the extent necessary for the purposes of processing payments, dealing with charge-backs, refunds, complaints and queries related to payments.
- 3) We agree that your data will only be provided to strictly necessary parties for taking payment and issuing your certificate. As an example, the Institution of

Occupational Safety and Health (IOSH) may require your contact details to issue your certificate and we will provide this to them.

- 4) We are registered with the Information Commissioner's Office (ICO). Our ICO registration number is C1370065. You agree that any complaints about the use of your information will first be addressed with us. If after following our complaints term you agree to approach the ICO before other parties may be engaged.
- 5) In addition, we may disclose your personal information;
  - a) to the extent that we are required to do so by law.
  - b) in connection with any legal proceedings or prospective legal proceedings
  - c) to establish, exercise or defend our legal rights.

### Complaints

- 1) We agree to investigate complaints and provide you with a response within 20 working days. You will email your complaints to support@bishopsimon.co.uk.
- 2) If you are not satisfied with the resolution you agree to email us again. We will again investigate and provide a response within 20 working days.
- 3) If you remain unsatisfied after the second attempt, you agree to raise the matter with the Institution of Occupational Safety and Health regarding course material and the ICO for data protection complaints . This course must be followed before other parties can become be involved.

### **Terms and conditions for free biosafety training video**

21 September 2023

By accessing our content you are agreeing to these terms and conditions.

Definitions: "You" means learner. "We", "Our". "Us" means Bishop Simon Ltd

Terms and conditions are outlined as follows:

- 1) The information in this download is for information purposes only. Bishop Simon is not acting as a biosafety officer, advisor, manager, or consultant any individual, organisation, or other entity. Once the video is accessed, click the terms and conditions link for further details.
- 2) We are registered with the Information Commissioner's Office (ICO). Our ICO registration number is C1370065. You agree that any complaints about the use of your information will first be addressed with us. If after following our

complaints term you agree to approach the ICO before other parties may be engaged.

- 3) We agree to investigate complaints and provide you with a response within 20 working days. You will email your complaints to [support@bishopsimon.co.uk](mailto:support@bishopsimon.co.uk). If you are not satisfied with the resolution you agree to email us again. We will again investigate and provide a response within 20 working days. If you remain unsatisfied after the second attempt, you agree to raise the matter with the Institution of Occupational Safety and Health regarding course material and the ICO for data protection complaints. This course must be followed before other parties can become be involved.

#### Terms and conditions updates

We may update these terms from time to time by posting a new version on our website. You should check to ensure you are happy with any changes.