

## **Learner Terms and Conditions**

Please ensure that You read the CortexTD Terms and Conditions thoroughly as they govern Your use of the CortexTD services and limit our liability to You. By enrolling on a CortexTD course You are deemed to have accepted the terms and conditions set out in this document.

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## 1. Definitions

1.1. In these Conditions the following terms shall have the following meaning:

**“Accredited Course Provider”** means CortexTD;

**“Awarding Body”** means an organisation or consortium that awards qualifications and which is recognised by the Regulatory Authorities as being permitted to award qualifications of the type as are awarded by NEBOSH, IOSH and other organisations providing accreditation for Qualification(s) for CortexTD;

**“Regulatory Authorities”** means Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them;

**“Training Application Form”** means the form submitted by You to CortexTD when You apply to enrol or register for a Qualification or Assessment with CortexTD;

**“Conditions”** means these CortexTD General Terms and Conditions for Learners;

**“Enrolment Fee”** means the fee payable by You when You apply to become a learner/candidate of CortexTD;

**“Guide(s)”** means the guides issued by an “Awarding Body” from time to time in respect of CortexTD Qualifications;

**“NEBOSH”** means the National Examination Board in Occupational Safety and Health. A company limited by guarantee under company number 2698100. Address: Dominus Way, Meridian Business Park, Leicester, LE19 1QW;

**“IOSH”** means the Institution of Occupational Safety and Health. IOSH Services Limited company registration number 1816826. Address: The Grange, Highfield Drive, Wigston, Leicestershire, LE18 1NN;

**“PECB”** means the PECB Group Inc. PECB Group Inc. company number 6425569. Address: 336-6683 Jean-Talon St. East Montréal, Québec H1S 0A5 Canada

**“Assessment”** means assessments of practical units and/or examinations which contribute towards Your final qualification;

**“Qualifications”** means an award made by an Awarding Body for demonstration of achievement or competence;

**“Policies”** means the policies of CortexTD and Awarding Bodies as amended, updated or added to from time to time;

**“Malpractice Policy”** means the latest policy relating to malpractice, which may from time to time be amended;

**“Registration Fee”** means the fee payable by You when You register to undertake a specific Qualification/Assessment with CortexTD;

**“Scripts”** means the document containing Your answers to Assessments;

**“You”** refers to You, the learner or prospective learner for CortexTD Qualification(s) or units thereof and **“Your”** shall be construed accordingly.

## 2. Scope of Terms and Conditions

- 2.1. These Conditions govern Your relationship with CortexTD Ltd and the Awarding Body and will come into force immediately when You apply for any registration or enrolment with CortexTD. For the avoidance of any doubt Awarding Bodies are not responsible for the provision of teaching, tutorial or other such services at any venue or centre.
- 2.2. Pursuant to clause 2.1 these Conditions set out the basic obligations of CortexTD Ltd and Your obligations and responsibilities which include but are not limited to fees and payments. However, further and more detailed information relating to Your obligations, Your relationship with the Awarding Body, Your conduct, the relationship between You and the Accredited Course Provider or the Awarding Body's relationship with the Accredited Course Provider are set out in the Policies which are available on request.
- 2.3. When You enrol upon a programme of study for Your Qualifications Your contract for that programme of study is with CortexTD. The Awarding Body is not a party to this contract.
- 2.4. CortexTD employees or agents are not authorised to make any representations concerning the services unless confirmed by us in writing. In entering into any contract or agreement with us, You acknowledge that You do not rely on, and waive any claim for breach of, any such representations, which are not so confirmed.
- 2.5. Any typographical, clerical or other error or omission in any sales literature, quotation, pricelist, acceptance of offer, invoice or other document or information issued by CortexTD shall be subject to correction without any liability on its part.
- 2.6. Where any hardware or software supplied under the agreement is subject to any statutory controls (including controls imposed by the state of origin of the hardware or software), intellectual property rights, or where any software supplied under the contract is subject to any licence agreement, You agree that You will comply with, and not breach, the terms of any such controls, rights or agreement, and that You will indemnify us against any non-compliance or breach, including any non-compliance or breach by any person into whose hands the hardware or software may pass after delivery to You.

## 3. Services

- 3.1. With effect from the commencement date stated in this quotation and in consideration of the Fees being paid in accordance with these Terms and Conditions, the Supplier shall provide the Service to the Client.
- 3.2. The Supplier shall use reasonable care and skill in its performance of the Service and shall ensure compliance with any and all relevant codes of practice.
- 3.3. The Supplier shall use its best and reasonable endeavours to complete its performance of the Service within the time agreed as set out in this quotation; however, time will not be of the essence in the performance of these obligations.
- 3.4. The Supplier reserves the right to feedback to the Client where any student is found not suitable for the course due to academic abilities determined through the Student Registration process.
- 3.5. The Supplier also reserves the right to refuse any student (continued) entry to the course where there is any inappropriate behaviour towards the Tutor or fellow students. The Client paying the course fee will be notified in writing stating reasons. No fees will be reimbursed except at the discretion of the Supplier.

- 3.6. In-Company Course and In-Company Qualification Delegate Numbers: The Supplier reserves the right to curtail the program or refuse delivery to more than the stated number of delegates per session without liability unless it has given prior written agreement.

#### **4. Payment of Fees**

- 4.1. CortexTD course fees quoted in Brunei Dollars.
- 4.2. CortexTD course fees exclude additional examination registration and sitting fees unless specified.
- 4.3. The full fee, the minimum deposit or an official purchase order must accompany Your purchase or application for the programme. Where a purchase order is received, the invoiced fees are payable within 30 days. Any company sponsoring an applicant is responsible for the fees in all circumstances.
- 4.4. You may also be liable for further additional fees (including but not limited to a fee for reviewing marks, registration fees, renewal fees and additional administration fees) which may not be set out in Your contract with CortexTD or the Awarding Body. Any additional charges applied by Your bank or money transfer provider must be covered by You. If this fee is deducted from the amount paid to us, we will invoice You for this amount which then needs to be paid in full.
- 4.5. Payment Plans are offered by CortexTD under the following guidance:
- CortexTD may refuse an application for a Payment Plan without reason;
  - The balance of Your account must be cleared in full, prior to You registering for training;
  - Your training advisor will agree Your Payment Plan with You, Prior to the commencement of Your qualification.

#### **5. Discounts**

Discounts on tuition fees are announced through communication tools and are timely.

#### **6. Enrolment, Transfer and Cancellation**

- 6.1. By enrolling for a qualification with CortexTD (whether You apply directly or whether a third party applies on Your behalf) You accept these Conditions.
- 6.2. You shall be responsible to us for ensuring the accuracy of the terms of any application submitted by You within a sufficient time to enable us to perform the services in accordance with the contract and these terms and conditions.
- 6.3. Your enrolment with CortexTD will only be effective if and when CortexTD sends to You its official enrolment receipt (or Joining Instructions) and CortexTD has received in full the Enrolment Fee and (if applicable) any other fee specified by it.
- 6.4. Enrolment is for the purposes of identifying You, to CortexTD with whom You are studying, tracking progress through Qualifications, confirming Your eligibility to participate in Awarding Body's Assessments and confirming previous units attained by You which count towards the Awarding Body's Qualifications.

- 6.5. When enrolling for a qualification You are agreeing to abide by the regulations for that qualification, as set out by the Awarding Body in the relevant Guide(s) to that qualification.
- 6.6. Qualifications, in part or whole, cannot be transferred to another party.
- 6.7. In the case of contracts for services, the withdrawal period shall begin on the day on which the contract is concluded. Except in cases where the right of withdrawal cannot be exercised and in exceptional circumstances, You have the right to withdraw from the contract within five days without giving any reason and without paying any penalty. Requests for refunds must be made in writing to: [info@cortextd.com](mailto:info@cortextd.com) or CortexTD Office.
- 6.8. Should You cancel Your course after the five-day withdrawal period, any fees paid by You is non-refundable.
- 6.9. No refunds will be offered to You for part or fully completed courses.
- 6.10. No refunds will be offered to You for registered exams to Awarding Body.
- 6.11. If the medical doctor's report regarding the candidate's inability to take the exam / exams due to illness is approved by the accreditation institution, 10% of the exam fee determined by the relevant institution will be returned to the candidate for the cancelled exam. Refunds will not be made in respect of any additional costs incurred by the candidate. All claims for refunds must be made no later than one calendar month following the examination(s).
- 6.12. No refunds will be offered to You if any of Your course material has been accessed or downloaded.
- 6.13. Classroom courses must be sat within 1 year from the deposit being paid. If the classroom course has not been taken in this period, the course will be cancelled and the deposit will not be refunded.
- 6.14. A transfer fee may be requested from candidates who have previously taken training from another course provider and wish to participate in the exams through CortexTD.
- 6.15. Any fees incurred by CortexTD including but not limited to registrations and examinations will be deducted from any refunds offered.
- 6.16. Deferring Your enrolment: The enrolment fees stated in Your offer are based on the start date stated in Your offer. However, if You defer Your start date, enrolment fees may be higher than stated in Your offer and You should contact CortexTD for further information. CortexTD reserves the right not to offer a deferral for any course entry or examination. An offer of deferral is only valid if made in writing. If Your enrolment is deferred, please note that the course and/or its modules, course requirements, tutor services and facilities as currently described in the course brochure or on our website may change.

## 7. Programme of Study

- 7.1. The qualification material supplied to You at the start of Your programme is written to meet the requirements of the published syllabus at that time. These materials, when used in conjunction with any supplementary materials provided during Your period of study and the tutorial support, provide all the information required for successful completion of Your programme.
- 7.2. Each enrolment is for a single user only.

- 7.3. The price quoted to You or stated within our brochures and or website(s) is correct at the time of publication and is subject to change at any time.
- 7.4. Over the period of Your programme, You will have access to Your course tutor by email, letter and telephone during normal Brunei working hours from CortexTD.
- 7.5. CortexTD accepts no responsibility for changes to the availability or syllabus content of the accredited courses as set by the Awarding Body. Should Your syllabus be phased out, at any time during Your study or assessment period, we can only extend this to the last available date for which Your course is valid. Learners wishing to transfer to a new syllabus will incur a charge for this as deemed appropriate by us. In the event of changes to the syllabus and assessment criteria, we reserve the right to alter the content or structure of a course without prior notice being given to You.

## **8. Eligibility for Study**

- 8.1. All CortexTD Qualifications are delivered and examined in English (unless specified in the advertised course description).
- 8.2. If English is not Your first language, it is Your responsibility to ensure that Your written and oral English skills are sufficient to meet the requirements of Your studies and the examination(s).
- 8.3. CortexTD has the right to refuse examination registration for any learner who does not meet CortexTD's criteria.

## **9. Assessments and Reasonable Adjustments**

- 9.1. Scope and meaning of 'reasonable adjustments': Reasonable adjustments are agreed before an assessment takes place. The Equality Act 2010 requires NEBOSH to make reasonable adjustments where a candidate, who is disabled, would be at a substantial disadvantage in comparison to someone who is not disabled. Section 6 of the Equality Act defines disability as a 'physical or mental impairment which has a substantial effect on someone's ability to carry out normal day-to-day activities'. NEBOSH is required to take reasonable steps to overcome that disadvantage. An example would be a Braille paper, which would be a reasonable adjustment for a visually impaired person who could read Braille.

A reasonable adjustment may be unique to an individual and what is appropriate for one individual may not be suitable for another individual.

The application of a reasonable adjustment will depend on a number of factors that will include the needs of the candidate, the effectiveness of the adjustment, its cost and its likely impact on the candidate and other candidates.

An adjustment will not be approved if it involves unreasonable costs, timeframes or affects the security or integrity of the assessment. This is because the adjustment is not "reasonable".

Reasonable adjustments must not give the candidate an unfair advantage over other candidates carrying out the same or similar assessment.

Some adjustments may not be possible for some qualifications. For example, it is not possible to adjust the assessment standards, where to do so, would mean that the outcome did not provide a reliable indicator of the knowledge, skills and understanding of the candidate.

Adjustments must not put in jeopardy the health and well-being of the candidate or any other person.

- 9.2. You have the right to apply for reasonable adjustment should You feel You will be at a disadvantage during Your Assessment.
- 9.3. Your application for reasonable adjustment must be accompanied by substantiated evidence of Your disadvantage.
- 9.4. Your application for reasonable adjustment must be sent to; email: [info@cortextd.com](mailto:info@cortextd.com) or No. 6, First Floor, Bangunan Lim Kah Sik, Spg. 461, Jalan Jerudong, Kg. Jerudong, BG3122, Brunei Darussalam and must be received by CortexTD prior to Your selected examination registration closing date.
- 9.5. Additional charges may be incurred by You for the implementation of reasonable adjustments.
- 9.6. It is Your responsibility to ensure You have registered for the appropriate examination, date and venue. CortexTD cannot be held responsible for mistakes.
- 9.7. CortexTD's Assessment closing dates are set independently of the Awarding Body.
- 9.8. For assessment registrations received after CortexTD's closing date, CortexTD reserve the right to refuse acceptance of Your application.
- 9.9. Where CortexTD accept late assessment registrations, an additional charge will apply.

## **10. Registration for Assessments**

- 10.1. When registering for assessment to a qualification You are agreeing to abide by the regulations for that assessment, as set out in the guide to that qualification.
- 10.2. Fees and registrations are not transferable to alternative examinations or later examination sittings, or between candidates.
- 10.3. Please note You may also be liable for any tuition fees and other such fees which are separate to the fees referred to in clause 4.4 and are payable to CortexTD and not to the Awarding Body.

## **11. Limitation of Liability for CortexTD**

- 11.1. CortexTD excludes liability for:
  - 11.1.1. Any loss of data, corruption of data, loss or corruption of e-mail, hardware or software malfunction, corruption or failure or non-functioning or mis-function of any specific or non-specific data or program.
  - 11.1.2. Any damage or loss to property unless triggered by the neglect of CortexTD or its employees.
  - 11.1.3. Any loss of profit and or loss of earnings, loss of opportunity or loss of living expenses or any other indirect or consequential loss suffered by You due to the breach by CortexTD of any obligation to You or due to any other act or omission or negligence of CortexTD or its employees or agents, whether in contract or tort.



- 11.2. CortexTD shall not be liable to You or be deemed to be in breach of these terms and conditions by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond its reasonable control, including but not limited to:
- a. act of God, explosion, flood, tempest, fire or accident;
  - b. war or threat of war, sabotage, insurrection, civil disturbance or requisitions;
  - c. acts, restrictions, by-laws, prohibitions or measures of any kind on the governmental, parliamentary or local authority;
  - d. import or export regulations or embargoes;
  - e. strikes, lock-outs or other industrial actions or trade disputes (whether involving our employees or of a third party);
  - f. power or equipment failure.
- 11.3. CortexTD shall not be liable to You if at any time its website is inaccessible or does not function within its normal parameters or at all. CortexTD does not warrant that its website will be free from viruses or will operate uninterrupted or error-free.
- 11.4. While CortexTD strives to accurately represent the courses offered and hopes to help You increase Your potential, You should do Your own due diligence before deciding to enrol, and it is not promised or guaranteed that participation in our courses will improve Your success in the future. Your success will depend on many factors beyond our control, including Your ability, motivation and commitment.
- 11.5. In the event of any liability of CortexTD which has not been excluded, the maximum liability of CortexTD for any one claim or for the aggregate of all claims arising out of any act or omission of CortexTD under any contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise in connection with the performance or proposed performance of the contract with You shall be limited to [an amount equal to the amount of fees paid by You to CortexTD within the previous six months.

## 12. Memberships

- 12.1. The memberships which are advertised as being available upon completion of CortexTD courses are not guaranteed and are subject to the individual applying and being accepted by the membership body.
- 12.2. Additional fees may be charged for applying for membership of awarding bodies, which are to be borne by the candidates themselves.
- 12.3. All memberships are subject to acceptance by the applicable institutes, some of which at given levels may also require some practical experience in addition to the Qualifications.
- 12.4. The level of membership offered is at the discretion of the applicable institute at all times.



### 13. Termination

- 13.1. CortexTD may terminate Your enrolment or registration at any time by written notice in the event of any of the following:
- 13.1.1. You breach any of these Conditions or any other terms and conditions contained in any letter confirming Your enrolment or in any documents or Policies issued by CortexTD or the Awarding Body at any time; or
  - 13.1.2. You fail to pay any fees due to CortexTD; or
  - 13.1.3. You have given any false or misleading information to CortexTD, whether directly, through a third party or otherwise; or
  - 13.1.4. You do not meet all of the administrative or academic requirements specified in the Guides issued by the Awarding Body; or
  - 13.1.5. Any of the instances set out in clause 11 below occur; or
  - 13.1.6. You are involved in any malpractice pursuant to the Awarding Bodies Malpractice Policy.
- 13.2. Should CortexTD terminate Your learning programme it shall not be responsible to make any refund of any sums previously paid by You.

### 14. Physical and or Verbal Abuse

CortexTD will not tolerate verbal or physical abuse of its employees or agents.

Any such incident of abuse may lead to:

- a. restriction of communications with You to a specified means e.g., via letter or email only or
- b. in cases which CortexTD, at its sole discretion, considers to be serious or in repeated cases of physical or verbal abuse, termination of enrolment and / or registration with CortexTD and the Awarding Body, and / or exclusion from future enrolment or registration with CortexTD and the Awarding Body.

### 15. Intellectual Property Rights (IPR)

- 15.1. All copyright and other intellectual property rights in Course material purchased from CortexTD shall remain vested in CortexTD and such materials may not be reproduced/copied/distributed in any way without the prior written consent of CortexTD or as required by law.
- 15.2. If You access CortexTD website, You must do so only subject to CortexTD terms of use on its website. You are responsible for keeping secure Your password and student personal identification number and You agree not to disclose it to any third party.

### 16. General

- 16.1. Failure by CortexTD to enforce strict compliance with these Conditions by You shall not be considered to be a waiver of any provisions of these Conditions. No waiver by CortexTD of any breach by You of these Conditions shall be considered as a waiver of any subsequent breach of the same or any other provision.

- 16.2. CortexTD will post parchments/certificates by standard royal mail (unless recorded delivery is requested and paid for by You), CortexTD accept no responsibility for non-delivery of items posted.
- 16.3. If any provision of these Conditions is invalid or unenforceable in whole or in part; the validity of the other provisions of these conditions and the remainder of the provision in question, shall not be affected.
- 16.4. A person who is not a party to the contract governed by these Conditions shall not have any rights under or in connection with it by virtue of the Contracts Act Chapter 106 and Specific Relief Act Chapter 109 except where such rights are expressly granted to an Accredited Course Provider further to these Conditions but this does not affect any right or remedy of a third party which exists, or is available, apart from that Act.
- 16.5. The contract governed by these Conditions shall be governed by and interpreted in accordance with the Laws of Brunei Darussalam and the parties agree to submit to the non-exclusive jurisdiction of the Supreme Court of Brunei Darussalam.

## **17. Data Protection Act**

- 17.1. 14.1 To the extent that CortexTD processes Personal Data disclosed by You, it warrants that:
  - a. it will only use that information as set out in this clause;
  - b. it has in place appropriate security measures (both technical and organisational) against unlawful or unauthorised processing of that Personal Data and against loss or corruption of that Personal Data; and
- 17.2. CortexTD shall follow appropriate back up procedures for Personal Data. In the event of any loss or damage to Personal Data, Your sole and exclusive remedy shall be for CortexTD to use reasonable commercial endeavours to restore the lost or damaged Personal Data from the latest back-up of such Personal Data maintained by it. CortexTD shall not be responsible for any loss, destruction, alteration or disclosure of Personal Data caused by any third party.
- 17.3. CortexTD will hold personal information/Personal Data about You as set out in this clause and in CortexTD' Privacy Policy which follows, and will use the information as follows:
  - 17.3.1. To process Your applications to CortexTD and administer Your enrolment and registration for Awarding Body Assessments;
  - 17.3.2. To respond to requests from employers or employment agencies by providing verification or otherwise of information provided by You to employers or employment agencies of Qualification's gained through CortexTD You hold in connection with applications for employment;
  - 17.3.3. To respond to queries raised by You or the Awarding Body;
  - 17.3.4. To deal with any disciplinary matters in respect to You.;
  - 17.3.5. To recover any monies owed by You to CortexTD;
  - 17.3.6. To administer CortexTD policies;

- 17.3.7. To notify You of Your Awarding Bodies Assessments results;
- 17.3.8. To liaise with the Awarding Body and exchange information relating to You;
- 17.3.9. To make You aware of services CortexTD Ltd and other similar organisations can offer including information on current and future courses and Qualification's unless You have notified us that You have opted out of receiving such information;
- 17.3.10. To carry out research to help CortexTD Ltd to improve and plan its Qualifications;
- 17.3.11. For research purposes (in which case Your details will be anonymous); and
- 17.3.12. As otherwise permitted by the Data Protection Act.

17.4. You hereby consent to emailing Your results to You if it so decides.

17.5. You hereby consent to featuring Your results on its website.

17.6. You hereby consent to confirming Your results with external third parties.

17.7. You consent to CortexTD destroying or otherwise dispose of any Personal Data in its possession unless CortexTD receives written notice no later than seven days after the effective date of termination of this Agreement to provide the customer with the then most recent backup copy of the customer's information. CortexTD shall use its best endeavours to deliver the back-up copy to the Customer within 30 days of receipt of such written request, provided that the Customer has at that time paid all fees and charges outstanding at the time of termination and arising therefrom (whether or not due at the time of termination). The Customer shall bear all reasonable costs incurred by CortexTD in returning or disposing of the Customer Data.

## **18. Confidential Information**

- 18.1. The parties will hold in confidence all confidential information received from each other and not divulge the confidential information to any person, including any of its employees, save for employees directly involved with the execution of this agreement.
- 18.2. The parties will prevent disclosure of the confidential information, except as may be required by law.
- 18.3. It is recorded that the following information will, for the purpose of this agreement, not be considered to be confidential information:
  - 18.3.1. Information known to either of the parties prior to the date that it was received from the other party; or
  - 18.3.2. Information known to the public or generally available to the public prior to the date that it was disclosed by either of the parties to the other; or
  - 18.3.3. Information which becomes known to the public or becomes generally available to the public subsequent to the date that it was disclosed by either of the parties to the other, through no act or failure to act on the part of the recipient of such information; or
  - 18.3.4. Information which either of the parties, in writing, authorises the other to disclose.

## 19. General

- 19.1. Failure by CortexTD to enforce strict compliance with these Conditions by You shall not be considered to be a waiver of any provisions of these Conditions. No waiver by CortexTD of any breach by You of these Conditions shall be considered as a waiver of any subsequent breach of the same or any other provision.
- 19.2. CortexTD will post parchments/certificates by standard royal mail (unless recorded delivery is requested and paid for by You), CortexTD accept no responsibility for non-delivery of items posted.
- 19.3. If any provision of these Conditions is invalid or unenforceable in whole or in part; the validity of the other provisions of these conditions and the remainder of the provision in question, shall not be affected.
- 19.4. A person who is not a party to the contract governed by these Conditions shall not have any rights under or in connection with it by virtue of the Contracts Act Chapter 106 and Specific Relief Act Chapter 109 except where such rights are expressly granted to an Accredited Course Provider further to these Conditions but this does not affect any right or remedy of a third party which exists, or is available, apart from that Act.
- 19.5. The contract governed by these Conditions shall be governed by and interpreted in accordance with the Laws of Brunei Darussalam and the parties agree to submit to the non-exclusive jurisdiction of the Supreme Court of Brunei Darussalam.

## 20. Further Information

- 20.1. By enrolling onto a CortexTD course You agree to accept our stakeholders terms and conditions which can be found on their websites or by following the below links:
  - <https://www.nebosh.org.uk/policies-and-procedures/>
  - <https://www.iosh.co.uk/Terms-of-use.aspx>
- 20.2. CortexTD are a registered Brunei Darussalam company, Company Registration: P20010593.
- 20.3. CortexTD registered Brunei Darussalam Head Office address: Cortex Training & Development, No. 6, First Floor, Bangunan Lim Kah Sik, Spg. 461, Jalan Jerudong, Kg. Jerudong, BG3122, Brunei Darussalam.
- 20.4. CortexTD registered Brunei Darussalam Head Office telephone number: +673 261 0067
- 20.5. CortexTD registered Brunei Darussalam Head Office main email address: [info@cortextd.com](mailto:info@cortextd.com).
- 20.6. CortexTD registered Website: <https://www.cortextd.com>.

## 21. Statutory Rights

These Conditions shall not affect Your statutory rights as a consumer.

## 22. Feedback, Complaints and Appeals Procedure

If You wish to complain about any aspect of Your course, please contact CortexTD by emailing [complaints@cortextd.com](mailto:complaints@cortextd.com) so that we can investigate and resolve the issue under CortexTD's Feedback,

Complaints and Appeals Procedure. You can access this procedure by going to the link <https://www.cortextd.com/complaints-appeals/>.

- 22.1. NEBOSH Complaints: If You remain dissatisfied with our response for NEBOSH courses You can escalate Your complaint to NEBOSH by emailing [info@nebosh.org.uk](mailto:info@nebosh.org.uk).
- 22.2. IOSH Complaints: If You remain dissatisfied with our response for IOSH courses You can escalate Your complaint to IOSH by emailing [csc@iosh.com](mailto:csc@iosh.com).

### **23. Data Protection Policy**

At CortexTD we recognise that privacy is important. This Policy applies to all of the products, services, resources and courses offered by CortexTD. Our Data Protection Policy are available on request.

### **24. Terms of Use of Website**

Please download and read term of use of website in the website service agreement from following link: <https://www.cortextd.com/privacy-policy>.