



## UoL Worldwide Executive Education Course: Terms and Conditions

Thank you for booking to attend an event at the University of London (hereafter the "University").

### Privacy notice

The University is subject to the General Data Protection Regulation and the Data Protection Act 2018. In addition to the events information below, the general University of London privacy notice, which includes information about your rights, our policies and the contact details of our data protection officer, is available on our website – [Privacy Notice](#).

### If you are just attending our event

We will collect the following data from you in order to facilitate your attendance:

- contact details
- special dietary or access arrangements

This course is offered in collaboration with Unicorn Simulations Ltd and MG Financial Training and the University of London will be required to share your data with them in order to facilitate the course.

We will not collect your payment details. Any payments required will be made via a secure 3rd party payment solution.

The University will create statistical information - such as attendance figures - from its customer data in order to plan and improve its services.

### If you opt into joining our mailing list

If you opted-in on the application form, we will ensure that you are made aware of other events at the University that you may be interested in attending. Therefore we would also like to hold your details on a mailing list. If you would like to be removed from this database, please contact [publicrelations@london.ac.uk](mailto:publicrelations@london.ac.uk).

Your data will be stored for as long as you wish to receive updates and further information about the University. The University will retain your name on a 'suppression list' to ensure you are not contacted again.

The University may use an external contractor or 'data processor' to store or manage its data. They will process this data only for purposes specified by the University and will be bound by contract to meeting the University's obligations under data protection law. Your personal data will not be passed to any other third party without your consent, except where the University is required to do so by law.

### Your rights

You have a number of rights under the Data Protection Act, such as the right of access to your data (the 'Subject Access Right'), the right to object to direct marketing and the right to prevent

processing likely to damage and distress. For more information please see the University's Data Protection policy. Refunds and cancellations

1. Where you are entering into this agreement remotely (i.e. there has been no face-to-face contact between us and you at the time you register with us) you may cancel this agreement within 14 days after the date when you pay your fee.
2. To cancel a place on a University of London Executive Education course, notice of cancellation must be given by email ([publicrelations@london.ac.uk](mailto:publicrelations@london.ac.uk)) to the event organiser. The date we receive your notice is the cancellation date.
3. Subject to paragraph 1 above, other refunds (namely, refunds outside the scope of paragraph 1) will be subject to the following terms:
  - a. If you cancel at least 30 days prior to the start of the course you will receive a refund minus a 10% administration fee.
  - b. If you cancel between 30 and 14 days prior to the start of the event you will receive a 50% refund.
  - c. If you are outside the 14 day cooling-off period (referred to in paragraph 1 above) and you cancel less than 14 days before the event, you will not be entitled to a refund.
  - d. No refund will be made for non-attendance on the course.
  - e. If you pay for a course, are placed on a waiting list but no place becomes available, you will be given a full refund.

Refunds apply to partial cancellations.

Substitutions are allowed as long as these are notified to the event organiser in writing at [publicrelations@london.ac.uk](mailto:publicrelations@london.ac.uk).

## Privacy and Security

To make sure you always have the highest level of security, your payment details are not held by the University once payment has been made. We will store details of you and your event request on our system so that we can efficiently process your order.

## Payment

Full payment is required for all events at the time of booking. Payment is preferred by debit/credit card. Where refunds are applicable, they will only be made onto the card used for the original purchase. Please allow up to 14 days from the cancellation date for a refund.

## Cancellations by the University of London

The University of London cancel events only when absolutely necessary, but reserves the right to do so, as well as to reschedule events and substitute presenters. If an event is cancelled, you may request to transfer to another event, or receive a full refund. Please note that the University will not be held liable for any accommodation or associated travel costs should an event be cancelled or rescheduled.

We understand that from time to time emergency situations occur which prevent you from attending an event. In such cases please promptly contact the event organiser: [publicrelations@london.ac.uk](mailto:publicrelations@london.ac.uk) to discuss your case.