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## **Terms & Conditions**

### **CPD Channel**

[Terms & Conditions of Use](#)

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## **1. Terms & Conditions of Use**

### **1.1. General**

These Terms and Conditions of Use are to be read in conjunction with the Data Protection Policy (see below). These Terms and Conditions of Use may be printed for reference, but Stroma reserves the right to change them at any time without notice.

### **1.2. Service Agreement**

Stroma agrees to provide subscribers with an online CPD service, enabling subscribers to meet their annual CPD requirements for accreditation with Stroma. Stroma does not guarantee that the CPD provided on its CPD Channel will be accepted by other accreditation schemes.

### **1.3. Disclaimer**

The views and opinions expressed in the website's videos, podcasts, PowerPoint slides and external parties' marketing material are not the views of Stroma.

When using our service, subscribers may gain access to other websites through the use of links or hypertext. The subscriber agrees that Stroma is not responsible for the content or operation of such third party websites and that Stroma shall have no liability to the subscriber or any other person or entity for the use of such third party websites, or any action that may have been taken as a result of advice given on this website. Stroma disclaims all liability to subscribers arising out of use of the CPD Channel service.

### **1.4. Service Plans**

Stroma may decide to change the prices of the different service plans without prior notice. If this occurs, Stroma will not charge / refund subscribers the difference in price. For information on upgrades and downgrades, please see section 1.8 of these terms and conditions.

#### **1.4.1. Domestic Energy Assessor (DEA) Limited Access Subscription Package**

This service plan allows subscribers limited access to the CPD Channel, allowing them access only to CPD that Stroma deems appropriate for DEAs. Stroma's decision is final in this respect. The CPD content for other strands will not be made available. This reduced-rate package for DEA-only access is only available to those subscribers who are accredited with Stroma at the point of subscription to the CPD Channel. Upgrades to the full CPD package are available and subscribers should see section 1.8 of these terms and conditions for further information, and contact Stroma's CPD department to upgrade.

### **1.5. Payment Methods**

Payment will be taken by debit / credit card via Stroma's accounts department. Upon successful completion of the transaction, a unique username and password will be sent by email, which will give subscribers access to the CPD content, according to the individual subscription plan taken. If debit / credit card payment is not an acceptable method of payment, please contact Stroma's CPD team, as Stroma may be able to add the annual fees onto the next monthly invoice, if the subscriber is accredited with Stroma.

### **1.6. Associated Names**

Subscriptions are only valid for one individual, whose names must be stated at the time of joining. Memberships may not be transferred to secondary individuals. Any legitimate changes to a subscriber's name must be submitted in writing, and valid certificates should be included.

### **1.7. Refunds**

Stroma will not offer refunds for any subscriptions to this service. In the event that either party wishes to terminate the agreement, that party will be required to provide a notice period of one month with no refund of the annual membership fee given.

### **1.8. Upgrades**

If a subscriber to the CPD Channel wishes to upgrade or downgrade their CPD package, or has subscribed at a non-members' rate but has subsequently become accredited with Stroma and wishes to take advantage of the reduced rate for Stroma Members, then a new annual subscription must commensurate to reflect this new rate. Pro-rata subscriptions are not possible for the remainder of any subscription period.

## 1.9. Renewals

Subscriptions are valid for one calendar year from the time of subscription. Subscribers will be emailed one month prior to the end of their annual subscription period, notifying them that their subscription is coming to an end and reminding them to renew.

## 1.10. Complaints

If a subscriber is unhappy about any of the content provided on Stroma's CPD Channel, please contact Stroma's CPD department. Stroma cannot accept any responsibility for the views expressed on the CPD Channel website.

## 1.11. Governing Law

These Terms and Conditions of Use and a subscriber's use of the services shall be governed by and construed in accordance with English law and the English courts shall have exclusive jurisdiction in connection with all matters relating to these Terms and Conditions of Use.

# 2. Data Protection Policy

## 2.1. General

Stroma is committed to protecting subscribers' privacy. The text below describes the ways in which we collect information when subscribers use our service, and what we may use it for. It should be read in conjunction with the Terms and Conditions of Use (see above).

## 2.2. What data do we collect from you?

We collect data from subscribers ('user data') when they register to use the service.

This data sometimes includes personal data about individuals, to which UK data protection laws apply. These Terms and Conditions describe Stroma's approach to fulfilling its obligations under those data protection laws.

## 2.3. Our use of user data

We will only use the data we collect from subscribers in accordance with the following guidelines:

- To provide the service to subscribers.
- To improve the service, notify subscribers of any changes to either the service or our Terms and Conditions of Use or to inform subscribers of renewal requirements.
- To collect payment by the requested means, as agreed.
- To send you information about other products and services which may be of interest to subscribers.

In addition, Stroma may, from time to time, send subscribers' details to the suppliers of the CPD that they have viewed. If a subscriber decides now, or at any later time, that they do not wish to have their information used in this way, please notify us by email at [cpd@stroma.com](mailto:cpd@stroma.com).

## 2.4. Disclaimer

Stroma cannot guarantee the accuracy of contents or information contained in its pages and any person using the information contained in them does so entirely at their own risk. Stroma does not endorse the views and opinions that have been represented by external CPD providers on its website. These external views are not the views of Stroma.

### *Virus Protection*

Although care is taken to check and test material at all stages of production, Stroma cannot accept any responsibility for any loss, disruption or damage to subscribers' data or their computer system whilst using material derived from this website.

### *Linking*

Stroma's website may contain links to other websites. Stroma is not responsible for the contents of, nor does it warrant the accuracy or reliability of, any linked website. Stroma, to the extent permissible by law, excludes all liability which may arise from a subscriber's use or reliance on the information or contents contained in the linked site.

## 2.5. Copyright

The copyright to the contents of, and publications in, this website is owned by Stroma. They may not be copied and distributed externally, except where Stroma has given written consent to do so.