



## **Terms and Conditions to Participate in BTCertiCentre Certification Exams**

### **1. General**

- 1.1 These terms and conditions apply exclusively to BTCertiCentre certification exams.
- 1.2 Changes to this Term and Conditions are at the sole discretion of BTCertiCentre.

### **2. Registration**

- 2.1 Candidate registration can be done at the BTCertiCentre Test Center ("URL") once payment of the exam is confirmed.
- 2.2 The candidate will receive an email with instructions to register for the BTCertiCentre Test Center.
- 2.3 If the candidate already has access to the BTCertiCentre Test Center they can take the exam as soon as they receive confirmation of payment for the exam.
- 2.4 The candidate must keep his/her password to gain access to BTCertiCentre in a confidential and non-transferable manner.
- 2.5 All risks of misuse of the password are the sole responsibility of the candidate.
- 2.6 The candidate has up to 6 months to take the exam after payment is confirmed.
- 2.7 Once the candidate has paid the exam fees and has registered at the BTCertiCentre Test Center, BTCertiCentre understands that the candidate has agreed to the Terms and Conditions for taking the Exam.

### **3. Systems and Other Requirements to Participate in the Exam**

- 3.1 Operating systems: Windows, MacOS and, Linux. Browser: Chrome, Edge and, Safari. Broadband internet connection and webcam.
- 3.2 To take the exam the candidate must be aware of and agree to the BTCertiCentre Proctor system which will take pictures of the candidate at specific time intervals during the exam.



#### **4. Fees and Payment**

- 4.1 For payment, the candidate must have a Paypal account with which he can make payments by credit card.
- 4.2 The examination fee already contains all relevant taxes.

#### **5. Cancellation and Refund**

- 5.1 The candidate may withdraw from taking the exam within 14 days after payment of the exam fee. To do so, you must contact us on the BTCertiCentre website, indicating the subject.
- 5.2 BTCertiCentre will refund within 30 days of receiving the waiver request.

#### **6. Second Attempt of the Examination**

- 6.1 If the candidate has not reached the percentage to receive the certificate on the first attempt, he/she may make a second attempt up to 6 months after the first attempt.
- 6.2 The second attempt is free of charge for the candidate.
- 6.3 If the candidate is unable to continue taking the exam due to unavailability or technical problems of the BTCertiCentre Test Center platform, he may take the exam again at no additional cost. However, you must request new access explaining the reasons for not being able to complete the exam.

#### **7. Exam Result**

- 7.1 The receipt of the exam results is done automatically when the candidate finishes the exam. The candidate will be informed whether or not he/she obtained the percentage necessary to obtain the certificate.
- 7.2 Complaints or disputes can be made through the Contact on the BTCertiCentre website.



## **8. Confidentiality and Intellectual Property Rights**

8.1 Exam preparation and informational materials are the intellectual property of BTCertiCentre.

8.2 The candidate may not copy, photograph or reproduce in any way or inform third parties of the exam materials.

## **9. Privacy of Personal Data**

### **9.1 Collected Data by BTCertiCentre**

- Candidate name, job title and contact information.
- Payment information.
- Pictures from our Procter procedure.
- Examination results.
- Certificate.

### **9.2 Purpose of collection and processing**

- To communicate with the candidate in case of requests for information, services and complaints.
- To manage the candidate's account on the BTCertiCentre Test Center.
- To provide the examination services to the candidate.
- To comply with our fiscal obligations.
- To perform aggregated statistical studies for the development of new certificates or change on the existing exams.
- To send personalized information to the candidate.
- To administer the exams.
- Issue certification information and digital badges.
- Save the candidate examination results to our examination database for future reference.
- Verify the authenticity of the certificate.
- Help partner organizations to continually improve their services.

### **9.3 Applicable Law**



- For the purposes of data privacy, BTCertiCentre Inc is subject to Canadian law - The Personal Information Protection and Electronic Documents Act (PIPEDA).

#### 9.4 Who has access to your data?

- BTCertiCentre employees have authorized and controlled access to the BTCertiCentre Test Center to carry out the necessary activities of communication, resolution of complaints and provision of examination and certification services.
- Exam results data are shared with accredited training organizations and with accredited individual trainers to improve preparation courses.
- Certificate data is displayed to anyone who wants to verify the authenticity of the certificate.

#### 9.5 Security

- BTCertiCentre applies information security features to ensure the appropriate level of security against intrusion and loss of candidate data based on industry best practices.

#### 9.6 Records Retention

- Photographs are retained for 30 days for verification and auditing purposes.
- Personal data for candidate identification and access to the BTCertiCentre Test Center is retained for 10 years.
- Certificate data is retained for 20 years.

#### 9.7 Your rights

The candidate has the right to:

- Have access to your data in the form of file copy.
- Rectify his information.
- Delete personal data.
- Restrict processing of personal information.
- Object to the storage and processing of personal information.



## **10. Force Majeure**

- 10.1 In the event of a force majeure that renders BTCertiCentre incapable of complying with its obligations, the fulfillment of these obligations will be suspended for the time that the force majeure lasts.
- 10.2 In the event of force majeure, BTCertiCentre is not obliged to pay any type of indemnity to the candidate if he/she feels harmed.
- 10.3 Power interruptions, internet services, unavailability of BTCertiCentre systems, strikes, lockdown or in the case of partner bankruptcy are also considered force majeure.
- 10.4 In case the force majeure lasts 20 days or more the candidate and BTCertiCentre have the right to terminate the business relationship in whole or in part if justified by the force majeure.

## **11. Applicable Law and Disputes**

- 11.1 These General Terms and Conditions are exclusively governed by Canadian law.
- 11.2 All disputes between BTCertiCentre and the Candidate will be exclusively submitted to the Toronto Courthouse – Small Claim Court, Ontario, Canada.

## **12. Contact for Details**

- If you have any questions, please go to the BTCertiCentre website ([www.btcerticentre.com](http://www.btcerticentre.com)) and contact us and we will quickly answer any question regarding these Terms of Conditions.