

TERMS AND CONDITIONS FOR SCR DELEGATES

The Responding to Terrorist Incidents: SCR Operators' Course or the Responding to Terrorist Incidents: SCR Managers' Course, as applicable, (the "**Course**") is provided by the University of Greenwich ("**UoG**") on behalf of the National Protective Security Authority ("**NPSA**").

Upon making payment of the course fee (the "**Course Fee**") via the [University of Greenwich online store](#) (the "**Online Store**") , the company making the payment (the "**Company**") agrees to comply with the following terms and conditions (the "**Course Terms**"). In the event of any inconsistency or conflict between the provisions of the Course Terms and the UoG's [website Terms and Conditions](#) and [Privacy and cookies](#) statement, the provisions of the Course Terms shall take precedence to the extent of such inconsistency. UoG's acceptance of the Company's booking in accordance with these Course Terms shall create a binding contract consisting of these Course Terms the UoG's website Terms and Conditions and Privacy and cookies statement covering the Online Store booking (the "**Contract**").

UoG Obligations

1. UoG will use reasonable skill and care to organise and operate the Course using appropriate content.

The Company's Obligations

2. i) The Company shall ensure that UoG and NPSA have all requested information for the purposes of carrying out security checks referred to in clause 8. The Company warrants and represents that it shall comply with all applicable requirements of the UK GDPR and any other relevant data protection legislation in relation to the collection, processing, and sharing of each delegate's personal data for the purposes of this security check and further confirms that it has obtained all necessary consents or identified and informed the lawful grounds to the delegates for the processing of the personal data in accordance with Articles 6 and 7 of the UK GDPR. The Company further undertakes to provide all requested information in a timely manner.

2.ii) The Company acknowledges and agrees that it is solely responsible for ensuring the accuracy, lawfulness, and compliance of the personal data collected and shared. The Company shall indemnify and hold harmless the UoG and NPSA against any claims, liabilities, or penalties arising from any breach of data protection laws by the Company in relation to the collection or sharing of personal data

3. Upon the successful outcome of the security check for the relevant delegate(s), the Company agrees to make payment for the Course in accordance with the payment and booking terms.

4. Where the Course requires a delegate to read pre-Course material, the Company agrees and undertakes to ensure that each delegate will read and complete the pre-Course material carefully prior to the start of the Course.

5. The Company agrees and undertakes to ensure that each delegate must bring ID in the form of passport or driving licence with them on the first day of attendance on the Course.

6. The Company agrees and undertakes to ensure that each delegate will comply with all housekeeping requirements and health and safety announcements notified to delegates during the Course.

7. The Company agrees and undertakes to ensure that each delegate must behave in a professional manner whilst attending the Course. If UoG considers that any delegate is behaving in an unacceptable manner, UoG reserves the right to require the delegate in question to leave the Course and no refund will be paid

Security Checks, Payment and Booking

8. NPSA will undertake security checks on all delegates proposed by the Company. Each delegate's attendance on the Course is subject to the outcome of such security checks. The outcome of the security check will be determined at the sole and absolute discretion of NPSA. NPSA will not provide a security check report and where a delegate is refused, NPSA will not disclose the reasons for refusing the check. NPSA's decision on security checks is final.

9. Upon successful outcome of the security check for the delegate(s), the Company will be invited to secure a place on the Course for the delegate(s).

10. In order to secure a place on the Course, the Company shall select an appropriate Course on the [Online Store](#) and the Company shall pay the Course Fee applicable to the relevant delegate(s) by credit or debit card, together with any card processing fees. UoG may accept alternative methods of payment at UoG's discretion.

11. The Company shall ensure that only the Company will make payment of the Course Fee and its delegates will not make payment directly to UoG.

12. UoG will provide confirmation to the Company of the Company's booking on the Course through its [online store booking](#). This confirmation amounts to UoG's acceptance of the Company's booking.

Refunds, Cancellation and Rescheduling

13. If the Company wishes to cancel a delegate's place on the Course, they must inform UoG in writing and will be entitled to a refund, as follows: a. If the Company seeks to cancel 8 weeks or more prior to the start of the Course, the Company will receive a refund of 100% of the Course Fee; b. If the Company seeks to cancel during the time period of 6 weeks to 8 weeks prior to the start of the Course, the Company will receive a refund of 50% of the Course Fee; c. If the Company seeks to cancel less than 6 weeks prior to the start of the Course, no refund is payable.

14. Refunds will not include any charges for paying by card.

15. Only the delegate named in the booking form is entitled to attend the Course. The Company may transfer a delegate's place to another individual in their organisation of employment up to 4 weeks prior to the start of the Course and the new delegate will be subject to security checks before the start of the Course without incurring any additional fees. If the subsequent delegate is not accepted by NPSA after the security check, then the place will be forfeited and the Company will be entitled to a refund in accordance with clause 13 save that the time periods set out in clause 13 shall run from the date the Company seeks to transfer a delegate's place. Any requests to transfer a delegate's place to another individual in the Company's organisation received within the period of 4 weeks prior to the start of the Course will be at UoG's discretion.

16. UoG may permit the Company to reschedule a delegate's attendance on a Course for another future course up to 4 weeks prior to the start of the Course or at UoG's discretion.

17. In the event that UoG is required to undertake a significant change in the location or timing of the Course, UoG will offer the Company a choice of accepting the changed arrangements or a cancellation and refund. This will not apply in the event of reasonable changes which do not substantially affect the timetable or location of the Course.

18. UoG may cancel the Course entirely if it is not financially feasible. UoG will notify the Company in advance and provide a refund.

Data Protection and Confidentiality

19. UoG, on behalf of NPSA, will collect and process personal information from the Company under (Annex 1) in respect of the delegate(s) in order to undertake security checks, to process their registration for the Course and for purposes otherwise set out additionally in the [Privacy and cookies statement](#) for UoG which forms an integral part of this Agreement.

20. UoG will disclose the delegate's personal information to NPSA for the purpose of the security check only.

21. The Privacy and cookies statement for UoG explains: (i) how UoG stores and uses, and how the delegates may access and correct their personal information; (ii) how the delegate can lodge a complaint regarding the handling of their personal information; and (iii) how UoG will handle any complaint.

22. The Company shall keep secret and shall not disclose, modify, copy or reproduce and shall procure that all delegates and all other Company staff shall keep secret and shall not disclose, modify, copy or reproduce: *a.* the content of the Course; *b.* all materials and information provided on the Course; *c.* the location of the Course; *d.* any other information arising from or obtained in connection with a delegate's attendance on the Course which is known to be confidential, is marked as or is stated to be confidential or ought reasonably to be considered to be confidential. Nothing in this clause will prevent the delegate from discussing the fact of their attendance at the Course or to disclose the Course content to the extent strictly necessary to comply with the law.

23. NPSA owns all intellectual property rights in the materials and information provided on the Course. The Company shall keep and shall procure that all delegates keep the materials and information provided on the Course secure and the Company shall maintain operational and technical processes to safeguard against any unauthorised access, loss, destruction, damage, alteration, theft, use or disclosure of such materials or information.

Liability

24. UoG shall not be liable for any indirect or consequential loss or damage or any loss of profit which may be suffered due to or in connection with any delegate's participation on the Course.

25. UoG disclaims all liability to individual delegates and the Company arising in connection with the card processing fees and UoG's payment processing provider.

26. Except in relation to death or personal injury caused by UoG's negligence or fraud or any other liability which cannot be excluded or limited by law, UoG's entire liability in respect of the Course will not exceed the Course Fee.

27. To the fullest extent permitted by law, NPSA accepts no liability whatsoever for any loss or damage incurred or arising as a result of any error or omission in the respect of the Course or any materials that it has provided (including any indirect or consequential losses or loss of profit). NPSA draws the Company's attention to the important disclaimer of liability that may be on any materials provided by UoG.

28. Neither UoG, nor the venue hosting the Course, will be responsible for any loss, theft or damage to the delegate's personal belongings during the Course.

29. Personal arrangements for the delegate including travel, subsistence in addition to the catering requirements and accommodation are at the Company or delegate's own risk.

General

30. Any dispute arising from or in connection with a delegate's attendance on the Course or the Contract is subject to the laws of England and Wales. Each party to the Contract agrees to irrevocably submit to the exclusive jurisdiction of the Courts of England and Wales in respect of any such dispute.

31. The Contract constitutes the entire agreement between UoG and the Company regarding its subject matter and supersedes and cancels all previous agreements and communication relating to the subject matter.

32. Save for NPSA, a person who is not party to the Contract shall have no rights to enforce any term of the Contract under the Contracts (Rights of Third Parties) Act 1999 or otherwise

33. No amendment or variation to the Contract will be valid unless agreed and signed by both parties to the Contract.

34. Each of the provisions of the Contract is severable and distinct from the others. If one or more provisions is deemed unenforceable, the enforceability of the remaining provisions will not be affected.

35. The Company may not assign or otherwise transfer any of its rights or obligations under the Contract as part of the Course.

Annex 1 – Privacy Notice for delegates

Both National Protective Security Authority (“NPSA”), as the controller, and the course provider, University of Greenwich (“UoG”), as the processor, process your personal data in order to deliver the SCR Operators Course and the SCR Managers Course (the “SCR Courses”). This privacy notice sets out how NPSA and UoG will use or disclose your personal information and explain your rights in relation to your personal data.

Contact details of the controller

Name: National Protective Security Authority (NPSA) Contact Details: <https://www.npsa.gov.uk/contact>

Contact details of the processor

Name: University of Greenwich – Contact Details : [Privacy | About the university | University of Greenwich](#)

The type of personal data we collect

NPSA and UoG collect the following personal data from you:

1. Name;
2. Company;
3. Job title and description;
4. Place of work;
5. Contact number;
6. Date of birth;
7. Country of birth;
8. Home address;
9. Email address;
10. Manager name;
11. Manager email address;
12. The email addresses of potential invitees;
13. Diet restrictions;
14. Access requirements.

Without the required personal data, NPSA cannot undertake security vetting and UoG cannot register attendance on the SCR Operators’ and SCR Managers’ courses.

How we get your personal data and why we collect it

Most of the personal data processed is provided directly by you or your employer in order to register your attendance for the SCR Courses.

The personal data is required in order to facilitate the review and registration of attendees for the SCR Courses.

NPSA and UoG may share this personal data with their service providers in order to deliver the SCR Courses.

The lawful basis relied on for the processing of personal data is performance of a contract.

How we store your personal data

The personal data is securely stored in the United Kingdom in accordance with all applicable data protection laws.

Your rights

Under data protection law, you have rights including:

Your right of access: You have the right to ask us for copies of your personal information.

Your right to rectification: You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to restriction of processing: You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing: You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, NPSA has one month to respond to you.

Please contact NPSA as the controller on the contact details at the start of this notice or via UoG as the processor delivering the SCR Courses at info@SCRCourse.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to NPSA and/or UoG at S

You can also complain to the ICO if you are unhappy with how NPSA or UoG has processed your personal data.

The ICO's address:

Information Commissioner's Office Wycliffe House

Water Lane Wilmslow Cheshire SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

Date: 26th June 2026