

## **Renewable Heat Training Incentive Support Scheme (RHITSS) Candidate Terms and Conditions**

These terms and conditions apply to wholly define the relationship and agreement between the applicant, applying to receive a voucher for their training and / or training and certification activities under the RHITS scheme, and the scheme administrator (GTEC Training Ltd).

The scheme, through its administrator, will commit to issuing a voucher to the applicant that can be redeemed through one or more of the chosen suppliers up to a maximum of 70% of the total nett costs and capped at the following levels:

Applicants for training:

1. Pre-requisite training (energy efficiency, hot water systems and water regulations) **£129.50** per course.
2. Technology specific training (solar thermal, heat pumps and biomass) **£416.50** per course.

There is a maximum of 5 candidates per company and each candidate can have a voucher for two technologies simultaneously. Any candidate can apply for funding for all three pre-requisites so long as they are also committing to a relevant technology training course.

Funding can only be provided for any particular training course once; we will not fund candidates sitting the same training multiple times.

Applicants for MCS Certification in addition to the above:

3. MCS process support (MCS ME) **£136.50**
4. MCS Certification Body assessment **£385.00**
5. MCS Licence fee **£38.50**
6. CTSI code membership **£182.00**
7. TrustMark **£70.00**

There is a maximum of 1 voucher per trading entity (tracked through the UTR number); once a voucher has been redeemed no further applications can be made for certification activities, although funding for additional training may be considered (subject to limits as set out above).

The supplier will be paid by the administrator on receipt of a claim made via the portal along with a valid voucher (that is still in date), along with any supporting evidence as required by the administrator.

Payment will be made to the supplier by BACS in accordance with the administrator's standard terms (maximum net 30 days).

To be eligible to receive a voucher under the scheme your company and if applicable the candidate applying for training as the candidate must be able to satisfy all the following criteria in full and by applying for a voucher you are confirming that you:

1. Hold the pre-requisites required for the training and assessment that you are seeking a voucher for, or have some of the pre-requisites and have applied for a voucher under this scheme for the others.

2. Will complete the training and assessment within 3 calendar months of the issue date of the voucher.
3. Will book your place with the training provider you have selected within 5 working days from the date of issue of the voucher.
4. Will commit to supporting the rollout of the Green Home Grant Scheme in England.
5. Will uphold the aims and objectives of the scheme to positively promote the Green Home Grant scheme itself.
6. Will not bring either the Green Home Grant or the RHITSS scheme or any of its participants or stakeholders into disrepute.
7. Agree to complete any follow up surveys, or requests for information and feedback within 7 days of completion of the training and / or assessment where a voucher has been used for all or part of the payment.
8. Allow your data to be shared by the scheme administrator with the scheme suppliers as required to fulfil your voucher and in addition with other organisations as deemed appropriate by the administrator to further the aims of the scheme as detailed in the privacy and data sharing policy below.

Any failure to comply with the above terms and conditions may invalidate the voucher; If this is the case the voucher would be withdrawn and the applicant would become liable for settling any fees, and costs, including those payable to the supplier(s).

The administrator will not be held liable for any direct or indirect costs, losses or liabilities arising as a result of the above terms and conditions not being met in full by the applicant.

For the avoidance of doubt these terms and conditions are only valid if all the individual terms and conditions contained within are met, as such if any one part of these terms and conditions have not been met then the agreement as a whole will be invalidated.

### **Privacy and Data Sharing.**

This Privacy Policy applies to your use of [www.rhitss.co.uk](http://www.rhitss.co.uk) (the "Website"). It tells you (the customer) what to expect when we collect personally identifiable information about you, and what your rights are concerning the collection of your information.

It is provided in accordance with our obligations under the UK Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR).

We will not collect any personally identifiable information about you unless it is in response to you using our Website or actively registering for one or more of our services. The security of your personally identifiable information is extremely important to us.

This Privacy Policy is regularly reviewed to make sure that we continue to serve your privacy interests and we reserve the right to update it as we deem necessary.

Please review this Privacy Policy carefully. It should be read alongside the GTEC Training Limited Terms. Unless otherwise defined, terms used have the same meaning as in the Terms.

If you have any questions, comments, or complaints about this Privacy Policy please contact us at the details set out below.

## **1. About Us**

In this Privacy Policy, references to “we” or “us” are to GTEC Training Limited, a company incorporated in England and Wales (registered number 06387775) whose registered office is at GTEC House, Charcoals Way, Hawes, North Yorkshire, DL8 3AU, United Kingdom.

## **2. What information we collect**

### **2.1 Registering with GTEC Training Limited through the RHITSS website:**

When you register on the Website, when you create and update your profile, and when you register for support or services from one of our providers, we and third parties working with us will collect the following personal information amongst other data:

- Name, email address, National Insurance Number, Home address, date of birth, telephone number, country of residence (required for certain criteria)
- Data relating to your use of our Website and creation of your profile and / or enrolment onto any support packages
- Information provided by you when you correspond with us (including via surveys)
- Information provided from third party sources, such as our suppliers who may invite you to participate in a certain service

### **2.2 Learning journey**

When you are participating in a service, we and third parties may collect and store the following additional information:

- Comments you voluntarily post while participating in online discussions with the Course educators and other Learners during the Course run
- Any email communications with GTEC Training Limited to seek user support or to send queries related to the services supplied
- Any content submitted by you during the service, such as written assignments, quizzes, and examinations, and the results of any assessments
- Any data and documentation you submit in order to verify your identity where required to obtain a certificate or academic accreditation (collected by our third-party suppliers who may store your information for the sole purpose of identification verification)
- Responses you voluntarily provide to GTEC Training Limited, the suppliers, or third parties in questionnaires, surveys, or user research that you participate in related to the service

## **2.3 Requesting additional information on a support or service package**

We collect information from visitors to our Website who express interest in a particular support or service package and wish to be contacted by one of our carefully selected suppliers or other institution offering the support. The information includes:

- Name, email address, National Insurance Number, Home address, date of birth, telephone number, country of residence (required for certain criteria)

## **2.4 Accessing the Website**

When you access the Website we may use cookies to track, collect, and aggregate information about your use of the Website, including pages you have visited, the specific URLs that brought you to our Website, and links embedded on our Website that you have accessed.

This information may include IP addresses, and any information collected by cookies. This may also include information such as the time and length of visits to certain pages on our website and page interaction information.

## **3. How we use your information**

In providing our support services and products to you, we and third parties we work with will collect, store, and use your personal information for the following purposes:

- To manage your Learner account
- To provide technical support to you
- To send you email notifications and updates about support packages that you have accessed or are trying to access
- Where you are invited by a Supplier or a third-party institution such as your employer to partake in a service, to allow the that entity to enrol you onto the service, and to monitor and track your progress on the service
- To allow the us or our suppliers and / or partners to monitor and track your progress, to award you with the relevant recognition as applicable, and to make direct contact with you regarding your progress and completion of the support
- To contact you occasionally in order to invite you to share your opinions of and experiences with GTEC Training Limited, and to publish customer reviews and ratings of our services on our Website or on other media channels
- For marketing and research purposes in respect of any projects of a similar nature to the one in which you have participated.
- For creating prospective customer databases by matching demographic data from your depersonalised information with members of the general public

- To use your information in an aggregated format to identify trends on our website and trends in our customer database. We may use this information in an aggregated and anonymous format and may share this information with third parties
- In connection with campaigns with suppliers and partners, to provide suppliers you have expressed an interest in, with your personal information so they may assess common areas of interest. Any such data gathering will also be pursuant to the suppliers' own privacy policies
- To share general user data with our suppliers and support providers for research related to online education (as more fully set out below).

#### **4. Whom we may share your information with**

For the above purposes, we may share your information with the following third parties. Please note that any third parties' use of your personal data will be governed by their own privacy policies and give rise to separate obligations under applicable data protection laws. We suggest that you carefully review any third party privacy policies that may apply to you.

Third parties that may receive your information include:

- Our payment services providers (i) PayPal (UK) Limited, (ii) Stripe Inc;
- Suppliers as listed from time to time on our Website, including Training providers, MCS Made Easy, Certification Bodies and Consumer Code providers who all offer services to you through the Website;
- The Microgeneration Certification Scheme (MCS), Midlands Energy Hub (MEH), The Department for Business, Energy & Industrial Strategy (BEIS)
- These suppliers may change from time to time and you should ensure that you are happy with any suppliers' individual terms when you consent to this privacy policy
- Customer relationship management service providers (which allows us, for example, to send personalised email communications to you)
- Your employer, educational institution, or third parties who may invite you to partake in a service related to RHITSS or associated training, educational, or assessment purposes
- Any GTEC Training Limited group company (in a pseudonymised format for analytical purposes only)
- If we sell or buy any business or assets, in which case we may disclose your information to the prospective seller or buyer of such business or assets, provided that they continue to use your information in accordance with the terms of this Privacy Policy
- If all, or substantially all of our assets, are acquired by a third party provided that they continue to use your information in accordance with the terms of this Privacy Policy, in which case information held by us will be one of the transferred assets
- Any entity to which we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our Terms and other legal requirements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information

with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **5. How our Suppliers and partners may use your information**

Some suppliers and other institutions that provide services on our Website are required to conduct research on their programmes. Accordingly, your activities on our Website and the related service through our suppliers – including comments you contribute while benefiting from support– are shared with our suppliers to enable them to fulfil their requirements.

In addition, after you have registered with GTEC Training Limited and together with our suppliers and / or partners we may use your data to determine the level of interest in enrolling in further services offered by the supplier.

Our suppliers may also embed links within their material or within emails related to the support being provided, and such links if selected will take you off the GTEC Training Limited Website and bring you to a third-party website, for which the supplier is solely responsible. If you are asked to submit personal information on any third-party websites, the collection of that information will not be covered by this Privacy Policy and you must familiarise yourself with the terms and conditions and privacy policy of the third-party website before submitting your information.

## **6. Legal Basis for Processing Your Information**

We have several legal bases for collecting and using the personal information described above. They are:

- Where the use of your personal information is necessary to perform our obligations under any contract with you (including providing you with access to the support as detailed on the Website for which you have registered and/or made a commitment)
- Where we have your explicit consent to collect, store, and use your information for a particular purpose, including where you consent to receiving marketing and promotional communications for products on our Website or third-party websites
- Where use of your personal information is necessary for purposes of pursuing GTEC Training Limited's legitimate interests or the legitimate interests of a third party such as our suppliers, as long as these interests are not outweighed by your own interests, fundamental rights, or freedoms. For example, we will need to ensure that in these cases you would reasonably expect your personal information to be used, and that it would have a minimal impact on your personal privacy. Such legitimate interests are:
  - to conduct our day-to-day business, including the operation of a fully functioning website offering online support services
  - to build relationships with suppliers and other institutions in the online education and certification sector
  - to ensure we are delivering a high level of customer service through ongoing customer communications and responses to customer queries

- to invest, test and roll out new products which we believe will benefit our customers or prospective customers
- track and ensure completion of contractual obligations
- carry out market research and business development
- to operate our website
- in some cases, we may have a legal obligation to collect personal information from you.

## **7. Storage and Security of Information**

All information is stored on our secure servers. When you register, we may ask you to choose a password which enables you to access the online portal. You are responsible for keeping this password confidential. We ask you not to share this password with anyone.

In addition, we (or third parties acting on our behalf) may also store or process information that we collect about you in countries outside the United Kingdom or outside the European Economic Area, which may have different standards of data protection than in the UK. Specifically, servers used by our Website are located in the Republic of Ireland and we work with our suppliers and third-party service providers around the world. We have put in place technical and organisational security measures to prevent the loss or unauthorised access of your personal information. However, whilst we have used our best efforts to ensure the security of your data, it is your responsibility to make an informed decision to avail yourself of our services and products or if your concerns about the handling of data require you to refrain from using our Website.

## **8. Data Retention**

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## **9. Your Rights**

You have the following data protection rights:

- You can edit your personal details via your profile page whenever you wish. We maintain a procedure in order to help you confirm that your personal information remains correct and up-to-date or choose whether or not you wish to receive material from us or some of our partners.
- In addition, you can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the “Contacting us” part of this website.

- You may unsubscribe from certain email communications by following the Unsubscribe link in the email communication itself.

- Similarly, if we have collected and process your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

- If you have any privacy-related questions or unresolved problems, you may contact us using the information provided below.

- You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. (Contact details for data protection authorities in the United Kingdom, the European Economic Area, Switzerland and certain non-European countries including the US and Canada are available here.)

## **10. Children**

We take seriously our legal obligation to protect the privacy of children. Accordingly, we do not knowingly collect or maintain personal information from persons under 13 years of age, and no part of the Website is directed to persons under 13 years of age. If you are under 13 years of age, then please do not use or access the Website at any time or in any manner. We will take appropriate steps to delete any personal information of persons less than 13 years of age.

## **11. Cookies**

The Website uses cookies. Cookies are small files stored on your computer's hard drive which are used to collect your personal information. You may choose to refuse cookies but, if you do so, some of the functionality of the Website or the websites of our suppliers may no longer be available to you.

## **12. Contact details**

GTEC Training Limited

FAO: Data Protection Officer

GTEC House Charcoals Way, Hawes, North Yorkshire, DL8 3AU, United Kingdom

Email: info@GTEC.co.uk

## **13. Updating this Privacy Policy**

We may update or amend this Privacy Policy from time to time, to comply with law, in accordance with best practice in our industry, or to meet our changing business requirements. Any updates or amendments will be posted on the Website.

By continuing to access the Website, use the Online content and our suppliers, and/or provide content in connection with the services and Content, you will be deemed to have accepted the Privacy Policy as amended at the time of your access and use.

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