

## Terms and Conditions

This website is provided by KPMG as part of the Cabinet Office contract RM3769, Civil Service Learning Lot 2 Core Curriculum, and is subject to the terms and conditions of that contract.

### Using our website

The KPMG Learning Solution (KLS) website is maintained for your personal use and viewing. Access and use by you of this website constitutes your acceptance of these Terms and Conditions. This takes effect from the date on which you first use this website.

### Booking

If you cannot locate the learning you require on the website. Please contact our KPMG Service Centre on [support@civilservicecleaning.uk](mailto:support@civilservicecleaning.uk) or, 0203-640-7985.

### Linking policy

The KLS website is hosted on a password-protected server. It is therefore not possible to hyperlink directly to content behind the firewall.

KPMG aim to replace broken links to other websites but cannot guarantee that these links will always work as we have no control over their availability. We are not responsible for the content or reliability of the websites we link to and do not necessarily endorse the views expressed within them.

### Virus protection

KPMG make every effort to check and test material at all stages of production. It is always recommended for you to run an anti-virus program on all material downloaded from the internet. We cannot accept responsibility for any loss, disruption or damage to data or computer systems which may occur whilst using material derived from this website.

### Technical requirements

Browsers approved to access any digital learning a part of this booking include:

- Windows: Internet Explorer 8+, Edge (current version), Google Chrome (current version) and Mozilla Firefox (current version).
- Mac OS: X Safari 8+, Google Chrome (current version) and Mozilla Firefox (current version).

### Reasonable adjustments policy

All commercial estate venues are wheel chair accessible. If any reasonable adjustments are required please inform the Service Centre at the time of booking via the booking page. It is important for reasonable adjustment requests to be made via the Service Centre as early as possible so that the request can be fulfilled.

Please note any additional costs incurred to accommodate a reasonable adjustment will be chargeable back to the requesting department/ agency.

### Disclaimer

The KLS website and material relating to government information, products and services (or to third party information, products and services), is provided 'as is', without any representation or endorsement made and without warranty of any kind whether expressed or implied, including but not limiting to the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

We do not warrant that the functions contained in the materials on this website will be uninterrupted or error free, that defects will be corrected, or that this website or the server that makes it available are free of viruses or represent the full functionality, accuracy and reliability of the materials. In no event will we be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or any loss or damages whatsoever arising from use or loss of use of, data or profits arising out of, or in connection with the use of the KLS website.

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

### **Crown copyright**

All materials on the KLS website are subject to Crown copyright, unless otherwise confirmed by KPMG, and content cannot be reproduced or edited without prior agreement from CSL/ KPMG.

### **[Privacy policy](#)**

KPMG is dedicated to protecting the confidentiality and privacy of information entrusted to it, and complies with the Data Protection Act 2018.

The below statements cover the services provided within the KLS website. The purpose of this statement is to inform users of the website about what information is collected about them when they visit, how this information is used, if it is disclosed, and the ways in which we protect users' privacy. It does not cover all websites that can be linked to from the KLS website. It is recommended that you always read the privacy statement on the website you are moving to.

If you have questions, comments or complaints about our handling or protection of your personal data please contact us at KPMG via: [dataprivacy@kpmg.co.uk](mailto:dataprivacy@kpmg.co.uk) or the Cabinet Office via: [dpo@cabinetoffice.gov.uk](mailto:dpo@cabinetoffice.gov.uk)

### **Confidentiality and Security**

Any information you provide will be held securely and in accordance with the Data Protection Act 2018.

KPMG has the appropriate technical and organisational security policies and procedures in place to protect personal data and information from loss, misuse, alteration, or destruction. Additionally, we aim to ensure that access to your personal data is limited to those who need to access it. Those individuals who have access to the data are required to maintain the confidentiality of such information.

We will use your personal data only for the purpose for which it was collected, unless we obtain your specific consent to other uses, or unless otherwise required or permitted by law or professional standards. For example, if you send us an email requesting information

about KPMG we will use your email address and other information you supply to respond to your request.

We may share personal data that you submit to us via this website to other member firms in the KPMG network of firms or to subcontractors in accordance with our data protection obligations. We do not disclose your personal data except as required and permitted by applicable law. We do not sell your personal data or provide it to third parties for their direct marketing use.

Please be aware that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data which is transmitted to our website; any transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. We use reasonable efforts to retain personal data collected from you only for so long as we need such data in accordance with the purpose for which it was collected or until we are requested to delete it (if earlier).

You have a right to access the personal information we hold about you at any time. If you wish to do this, please put your request in to [DataPrivacy@kpmg.co.uk](mailto:DataPrivacy@kpmg.co.uk).

### **Information we collect from visitors**

We may collect information from you through your use of this website, or when you request information from us or engage us to provide you with a service. We collect only such personal data as is provided voluntarily by visitors to our website and is necessary in the circumstances. For example, a visitor may provide information such as their name, title, work address and email address in order to register for certain services or to send or receive email to/from us through the website.

When you register, you provide basic information about yourself that is held on our website. This information is used only for the following:

- To allow the website to provide appropriate learning (e.g. by grade)
- To allow departments to obtain management information about their own staff
- by KPMG to help us understand learning needs across government
- to allow KPMG to provide you with relevant learning information directly to the email address you provide us with when you register. We will provide you with the facility to unsubscribe from any information services we send to you.

In addition to the information you provide us with when registering to use the KLS website, the website logs your IP address, which is automatically recognised by our web server. This is known as a 'log file' and is used to compile website usage statistics.

### **Email comments and questions**

If you send an enquiry by email our helpdesk will adhere to the confidentiality and security outlined above. If you contact us asking for information, we may need to contact other departments to find that information. For example, if your question is technical, we may need to forward it to our technology departments.

We do not forward on any of your personal information when dealing with your enquiry, unless you have given us permission to do so. Once we have replied to you, we keep a record of your message for audit purposes. We welcome your feedback.

## Cookies

This website uses small text files called 'cookies' which are placed on your computer or device whenever you visit our website. This allows the website to remember who you are and serves a number of purposes. Below is a list of the cookies used on this website:

Product & Name	Description	Expires
Strictly necessary .AspNet.Cookies	This cookie collects a unique user identifier and allows the application to identify the current subscribed user and ensure that they are authorised for each request.	Session only (deleted on closing browser)
ARRAffinity	This cookie is used to aid people who need to stay with a certain instance of web app or website in Azure.	Session only (deleted on closing browser)
ASP.NET_SessionId	This cookie is used to identify the users session on the server. The session being an area on the server which can be used to store data in between http requests.	Session only (deleted on closing browser)
OpenIdConnect. nonce...	This cookie is used to associate a Client session with an ID Token, and to mitigate replay attacks.	Session only (deleted on closing browser)

Our cookies by themselves do not tell us your email address or otherwise identify you personally. By navigating on our website or entering your login details to access areas reserved for registered users, you agree that we can place these cookies on your computer or device.

Although most browsers automatically accept cookies, you can choose whether or not to accept cookies via your browser's settings (often found in your browser's Tools or Preferences menu). You may also delete cookies at any time. However, please be aware that if you do not accept cookies, you may not be able to fully experience some of our website features.

Further information about managing cookies can be found in your browser's help file or through websites such as [www.allaboutcookies.org](http://www.allaboutcookies.org).

Questions or comments about KPMG's cookies activities can be addressed to [dataprivacy@kpmg.co.uk](mailto:dataprivacy@kpmg.co.uk).

## Changes to this privacy policy

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

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For full details of our professional regulation please refer to ‘Regulatory Information’ at [www.kpmg.com/uk](http://www.kpmg.com/uk)

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.