



IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

The Chancellor, Masters and Scholars of the University of Cambridge acting through University of Cambridge Local Examinations Syndicate ('UCLES') is responsible for providing examinations and tests for learners and teachers of English language. 'Cambridge Assessment English' is an operating name for the division of UCLES which operates International English Language Testing System ("IELTS") with the British Council and IELTS Australia Pty Ltd.

The Cambridge Assessment English extranet at <https://ielts.ucles.org.uk> (the 'Service') has been set up to enable organisations which recognise IELTS ("Recognising Organisations") to verify the validity of any Test Report Form ("TRF") which may be presented to them (the "Purpose"). An authorised user ("Users", also referred to as "You") is any employee of a Recognising Organisation authorized to act and acting for and on behalf of such Recognising Organisation, to which Cambridge Assessment English grants access to the Service at its sole discretion. Your use of the Service is governed by these Terms of Use (the "Terms of Use"), and by entering and using the Service you confirm that you consent to these Terms of Use.

Where you are using the Service as part of your duties of employment, by continuing you confirm that you are authorised to agree to these Terms of Use on behalf of your employer and that you agree to be bound by them. If you are not authorized to use the Service, you should exit the site and not continue.

You may print and keep a copy of these Terms of Use. The Terms of Use are a legal agreement between us and can only be modified with Cambridge Assessment English's prior written consent. Cambridge Assessment English reserves the right to change the Terms of Use at its discretion by changing them on this web page.

1. Provision of Service

The Recognising Organisation's use of the Service constitutes its consent to be bound by these Terms of Use. The Service includes UCLES's website for the Service and any related software products or web-based products including other third party software that may be incorporated therein.

At its discretion UCLES hereby grants the Recognising Organisation a non-exclusive, non-transferable, royalty-free limited license to use the Service for the Purpose. All right, title, interest, and ownership in the Service shall at all times remain solely with UCLES.

2. Accuracy of Information and Disclaimer

1. Cambridge Assessment English warrants that the candidate test results information provided through the Service is an accurate copy of the records held by Cambridge Assessment English on candidate test results. Results data on this site is updated daily. If you are unable to find the result for a particular candidate, please ask the candidate to supply you with a copy of their TRF. Once received you should be able to check the validity of the TRF by entering the TRF number into the site. If, following this, you are still unable to confirm the validity of the result, you will be provided with contact details for IELTS administration who will investigate the matter further and inform you of the outcome.
2. IELTS results are intended to be one of many factors used by Recognising Organisations in determining whether a candidate has sufficient English skills to successfully be admitted as a student or be considered for employment. CAMBRIDGE ASSESSMENT ENGLISH AND OTHER PARTIES INVOLVED IN CREATING, PRODUCING OR DELIVERING IELTS SHALL NOT BE LIABLE FOR ANY DIRECT OR INDIRECT LOSS OR DAMAGE ARISING OUT OF ACCESS TO, USE OF, ACCEPTANCE BY, OR INTERPRETATION OF A CANDIDATE'S RESULTS BY A RECOGNISING ORGANISATION.

IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

3. ALL OTHER WARRANTIES, UNDERTAKINGS CONDITIONS AND TERMS, EXPRESS OR IMPLIED, WHETHER BY COMMON LAW, STATUTE, CUSTOM, TRADE USAGE, COURSE OF DEALINGS OR OTHERWISE (INCLUDING WITHOUT LIMITATION AS TO QUALITY, FITNESS FOR PURPOSE, PERFORMANCE OR SUITABILITY FOR PURPOSE) IN RESPECT OF THE SERVICE ARE HEREBY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW.
4. YOU ACKNOWLEDGE AND AGREE THAT CAMBRIDGE ASSESSMENT ENGLISH'S LIABILITY TO THE RECOGNISING ORGANISATION FOR DIRECT LOSS UNDER ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE SERVICE SHALL BE LIMITED TO THE GREATER OF £1,000 (ONE THOUSAND POUNDS STERLING) OR THE AMOUNT PAID BY YOU TO CAMBRIDGE ASSESSMENT ENGLISH WITHIN THE PRECEDING 12 MONTHS FOR ANY ONE INCIDENT OR SERIES OF INCIDENTS. CAMBRIDGE ASSESSMENT ENGLISH SHALL, HOWEVER, IN NO CIRCUMSTANCES BE LIABLE TO YOU UNDER OR IN CONNECTION WITH YOUR USE OF THE SERVICE FOR ANY INDIRECT, ECONOMIC OR CONSEQUENTIAL LOSS WHATSOEVER; LOSS OF REVENUE; LOSS OF PROFITS; LOSS OF BUSINESS; LOSS OF GOODWILL OR REPUTATION; LOSS OF USE; ANY DELETION, CORRUPTION, DESTRUCTION, LOSS OR REMOVAL OF DATA OR ANY PROFESSIONAL CHARGES.
5. Nothing in these Terms of Use shall exclude Cambridge Assessment English's liability to you for fraudulent misrepresentation or for death or personal injury resulting from Cambridge Assessment English's negligence or that of its employees.
6. You acknowledge and agree that Cambridge Assessment English cannot guarantee that the Service will always be available to you, owing to the nature of the Internet. In addition, you acknowledge and agree that the Service may be unavailable from time to time owing to maintenance.

3. Code of conduct

1. If we grant you administrator rights to create, manage and delete new user accounts at your IELTS Recognising Organisation, you agree to monitor the users within your IELTS Recognising Organisation and delete user accounts where users have left the Recognising Organisation or no longer require access to the Service for the Purpose.
2. You agree not to use the Service for any purpose other than the Purpose (or, if you have administrator rights, additionally to set up and manage user accounts) and in particular not to disclose any confidential candidate test details or other confidential information which you have knowledge of through your use of the Service to any person except as required in relation to the Purpose.
3. Cambridge Assessment English reserves the right to prevent access to the Service by you without notice and at its sole discretion.
4. If accessing any part of the Service you agree:
 - a. to ensure that any details which you supply to us through the Service are accurate and to let us know promptly if any of the details which you have supplied to us about you change;
 - b. to keep your username and password for access to the Service confidential, and to be responsible for any loss or damage resulting from use of your username and password by any third party;
 - c. not to use the Service in such a way that disrupts, interferes with or restricts the use of the Service by other third party users;

IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

- d. to ensure that any materials uploaded, displayed or transmitted by you through or to the Service are not false, offensive, defamatory, threatening, obscene, unlawful and do not breach or infringe the rights of any person anywhere in the world and you waive any moral rights in respect of any such materials;
 - e. not to reverse engineer, decompile, copy or adapt any software or other code or scripts forming part of the Service nor attempt to transmit to or via the Service any information that contains a virus, worm, trojan horse, or other harmful or disruptive component.
 - f. not to send 'spam' email or any unsolicited correspondence which is unrelated to the business of Cambridge Assessment English to any addresses made available on the Service;
 - g. not to change, modify, delete, interfere with or misuse data contained on the Service entered by or relating to any third party user of the Service; and
 - h. to follow any reasonable instructions that may be provided through the Service in relation to the use of the Service and/or the interpretation of the information (or lack of information) obtained from it.
5. You shall not intentionally or negligently lose, alter, misuse or otherwise compromise in any way the Service, the information made available through the Service or the password supplied to you.
 6. You should satisfy yourself that you have appropriate protection against computer viruses, worms, trojan horses or other items of a destructive nature whilst using the Internet, and that your connection to the Service is secure.
- 4. Links**
1. The Service may include hypertext links to third party web sites. CAMBRIDGE ASSESSMENT ENGLISH ACCEPTS NO RESPONSIBILITY FOR, AND CAN GIVE NO WARRANTIES, GUARANTEES OR REPRESENTATIONS IN RESPECT OF, THE CONTENT OR AVAILABILITY OF MATERIAL OF ANY THIRD PARTY SITE.
 2. You may not create any publicly available hypertext link to the Service without our consent
- 5. Copyright and intellectual property**
1. The copyright and other intellectual property in material contained in the Service, including without limitation in text, images, scripts and sounds, is owned by UCLES except where otherwise stated. © UCLES
 2. You may print extracts from the Service or any of its pages for the Purpose only. Any extract printed becomes the responsibility of the Recognising Organisation which has printed it, in particular in relation to data protection and privacy requirements.

IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

3. All other rights are reserved.
4. 'Cambridge' is a registered trade mark of the University of Cambridge in the UK and in other countries. IELTS is a globally registered trade mark of UCLES, British Council and IELTS Australia Pty Ltd.

6. Other agreements

1. In the case of any conflict between these Terms of Use and any other agreement which you have with Cambridge Assessment English, UCLES or the University of Cambridge, the latter shall prevail. These Terms of Use shall not affect or override any of the statutes of the University of Cambridge.

7. Contacting us

1. Cambridge English Language Assessment is based at the Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA, United Kingdom and is a part of the University of Cambridge (formally known as the Chancellor, Masters and Scholars of the University of Cambridge)
2. If you have any queries about these Terms of Use you should contact us by emailing IELTSTRF@cambridgeenglish.org

8. Governing Law and Jurisdiction

1. These Terms of Use shall be governed by and construed in accordance with the laws of the jurisdiction (country or state as applicable) in which the Recognising Organisation is located (the "**Jurisdiction**"), and venue for any legal actions involving the Recognising Organisation is to be in the Jurisdiction, and any alternative dispute resolution the Recognising Organisation is required to follow shall be used before either party resorts to filing a claim in the courts of the Jurisdiction.

9. Data Protection and Privacy Statement

1. Cambridge Assessment English offers and provides examination, assessment and related services. We are committed to protecting the privacy and confidentiality of information provided by Users who access the Service and we uphold the relevant data protection principles and process all personal data in accordance with the UK Data Protection Act 2018, General Data Protection Regulation (EU) 2016/679 ("**GDPR**") and all associated national legislation dealing with the use and handling of personal information.

2. Processing of data

In order for Users to access the Service and to gain the full benefits of the Service we need to collect and process various personal data. The personal data we collect is used to process your request for access to the Service and to provide the Service. We also keep records of those who use the Service so that we can contact Users and inform them of other Cambridge Assessment English or IELTS services that become available and which might be of interest to them. Users may opt out of receiving such contact by emailing us at IELTSTRF@cambridgeenglish.org

3. All Users should refer to the IELTS Privacy Policy for information on the processing of candidate data. <https://www.ielts.org/policy/privacy-policy>



IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

4. Comments / questions

Any comments or questions about this Data Protection and Privacy Statement may be sent to us by e- mailing IELTSTRF@cambridgeenglish.org or writing to us at the above address, marking the letter for the attention of IELTS Administration.

5. Changes to this statement

We will notify Users of changes to this Data Protection and Privacy Statement by displaying them on this web page. <https://www.ielts.org/policy/privacy-policy>