



## Website Terms & Conditions

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### Copyright

You may print in hard copy, download to a local hard disk or otherwise use any material found in this site provided it is for your personal use or only accessible by others within your organisation. In all cases, the Northern Ireland Federation of Housing Associations must be acknowledged as the source of the material on the copy; all copyright and proprietary notices must be kept intact, and our address and contact details reproduced. Translation is permitted on the basis that you take full responsibility for the accuracy of the translation.

### Material submitted by users, members and third parties

Certain parts of the site contain material submitted by users, members and third parties who remain responsible at all times for the submitted materials content and any opinions expressed therein. The inclusion of submitted material in this site does not constitute or imply any warranty, endorsement or agreement of its content by NIFHA unless otherwise expressly stated.

NIFHA does not accept liability for any errors omissions or inaccuracies in submitted material. NIFHA reserves the right to omit, suspend or edit any submitted material.

### Links

This website contains links to other websites over which NIFHA has no control. Consequently, NIFHA cannot be held responsible for the contents of any pages accessed by an external link.

We provide these links as a convenience and the inclusion of any link does not imply NIFHA endorsement of the related website unless otherwise expressly stated. We encourage users to be aware when they leave our site and to read the privacy statements of each and every site visited via an external link.

### Service access

NIFHA tries to ensure that this site is normally available 24 hours a day but we cannot accept liability for any claims arising out of delay, interruption or inability to access the site, whatever the cause.

Northern Ireland Federation membership entitles members to access restricted elements of the site that are otherwise unavailable to non-members. NIFHA tries to ensure that the member elements of the site are normally available 24 hours a day but we do not guarantee member access or accept liability for any claims arising out of delay, interruption or inability to access the site, whatever the cause.

Periodically it may be necessary to suspend our website service in order to instigate improvements; carry out essential maintenance, or for some other reason. Every reasonable effort will be made to minimise interruption to the service but NIFHA cannot accept liability for any claims arising out of such delay, interruption or inability to access the site.

### Booking Conditions

We recommend that you try to book NIFHA events as soon as possible:

- as places may be limited and early booking will reserve your place,
- to avoid cancellations due to perceived lack of interest.

NIFHA requires a completed booking form to reserve your place at any event. Payment (either by BACS or cheque) **must** be forwarded to NIFHA at the time of booking.

A receipt will be issued only on request.

Your booking will normally be confirmed by email several days prior to any training seminars and upon receipt of payment for other events, if you do not receive this confirmation please check with NIFHA before attending.

### **Cancellation of training events by NIFHA**

If a minimum number of bookings is not received before the closing date, NIFHA may be forced to cancel the event.

Whatever the reason, if NIFHA has cancelled a training event the course fees will be refunded in full.

### **Cancellation of bookings by you**

For those unable to attend a training event, a substitute delegate may be sent at any time at no extra charge. An administration fee of £10 will apply to cancellations received prior to the closing date.

For all other events please refer to the scale of cancellation charges listed in the information or booking form for that event. A hard copy is also available on request.

We must be notified of any cancellations in writing, by fax or letter to NIFHA. In **all** cases cancellations after the closing date will be charged at the full rate.

### **General**

By accessing any part of this site you will be deemed to have accepted these terms in full.

Please note that NIFHA reserves the right to change or amend the Terms and Conditions relating to the use of the site on a periodic basis and without prior notice to users, so please ensure that you check them each time you use this site.

### **Privacy Statement**

#### **Data Collection and Purpose Specification**

We collect the personal data that you may volunteer while using our website. The following personal data is solely collected for the reasons we have listed:

- Technical administration of the Website
- Customer Administration
- Marketing and Training purposes.

### **Disclosure and Visitor Choice**

We do not disclose your personal data to other organisations.

### **Confidentiality & Security**

Any personal data collected through this website will be treated as confidential in line with the principles of the Data Protection Act 1998.

We ensure that your personal data will not be disclosed to state institutions and authorities except if required by law or other regulation.