



## TERMS OF SERVICE

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We are committed to maintaining your confidence and trust with respect to the information we collect from you. This privacy policy sets forth what information we collect about you, how we use your information and the choices you have about how we use your information.

## **9. Collection of Information Provided By Your Browser and Through Use of Cookies**

This Site automatically collects information on our server logs from your web browser regarding your use of the Site. Examples of information we collect automatically from all users include the Internet protocol (IP) address used to connect your computer to the Internet; computer and connection information such as browser type and version, operating system, and platform; and full Uniform Resource Locator ("URL") click stream data, including date and time, and content you viewed or searched for on the Site.

This Site also collects information through the use of "cookies." Cookies are anonymous, unique alphanumeric identifiers sent to your browser from a website's computers and stored on your computer's hard drive. The type of information we collect as a result of a cookie being stored on your computer is specific to your computer.

We use "session" cookies to collect information about your use of the Site (e.g., whether you are logged in) and so that you may view articles, abstracts or other records and browse from page to page. These cookies are temporary and are deleted when you close your browser. We use "persistent" cookies to allow for automatic login, give you a more personalized browsing experience, and help you navigate the Site more efficiently.

We collect and use, and may from time to time supply third parties with, this information only as anonymous, aggregated user data for the purposes of usage analysis, quality control and administering and improving the Site.

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## **10. Collection and Registration of Personal Information**

We sometimes request users of the Site to provide personal information. The information collected from a user is strictly voluntary and may include contact information such as the user's name, e-mail address, and postal address. In order to access certain content and to make use of the full functionality and advanced personalization features of the Site such as ordering products or accessing order history we ask you to register and obtain a personal User Name and Password. You may be prompted to register when you:

- Choose the "Sign in" link from the home page or login screens
- Order products from the Site

The information collected from the registration form that is presented to users when they choose to register may include contact information, such as the user's name, e-mail address, postal address, work setting, profession, principal professional field and country ("Registration Information"). The Registration Information is linked directly to a personal User Name and Password chosen by the user and can only be retrieved by supplying the correct User Name and Password that is linked to that profile.

## **11. How Personal Information Is Used**

WE DO NOT SELL YOUR DATA TO THIRD PARTIES IN ANY WAY. We use the personal information that you provide for such purposes as:

- Completion and support of the activity for which the information was provided, such as allowing access to or delivery of our products or services, processing or fulfilling an order, or responding to your requests or inquiries
- Website and system administration, such as for the technical support of the Site and its computer system, including processing computer account information, information used in the course of securing and maintaining the Site, and verification of Site activity by the Site or its agents
- Tailoring or customizing content or design of the Site during a single visit to the Site and individualized personalization of the Site on repeat visits
- Research and development to enhance, evaluate and improve the Site and our services
- Pseudonymous analysis to create a profile used to determine the habits, interests or other characteristics of users for purposes of research, analysis and anonymous reporting
- Communicating with you about changes or updates to the Site and our services and, with your consent, special offers, promotions or market research surveys

Access to your personal information may be gained by third parties, such as service providers, for electronic processing of our data operations, for the purposes set forth above. Your personal information may be transferred by these third parties to countries outside of the European Union (EU) including to the United States, for processing. These countries may not have similar data protection laws to the EU.

Access to your personal information will also be granted under the following circumstances:

- In response to subpoenas, court orders, or legal process, or to establish or exercise our rights to defend against legal claims;
- If we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, safety of person or property, violation of our policies, or as otherwise required by law; and
- If IGL, this Site or related assets or line of business are acquired by, transferred to or merged with another company.

## **12. Access and Changes to Your Registration Information and Preferences**

Registered users may access their identified contact information and other Registration Information and correct any discrepancies or update information by clicking on the relevant "Sign in" and/or "My account" links, or by contacting Customer Services at the address below, at any time. The accuracy of such information is solely the responsibility of the user. No access is given to other data that may have been collected about users.

## **13. Retention of Personal Information**

We retain the personal information we collect from you for as long as the information is relevant to our business purposes or until you request that we remove the data by contacting our Customer Service Department at the address or telephone number detailed below.

## **14. Our Commitment to Data Security**

We recognize that your privacy is important to you, and therefore we endeavor to keep your personal information confidential. The personal and demographic information about each user is stored on servers that are behind a firewall and physically housed within a secured data center. Furthermore, our internal practices help protect your privacy by limiting employee access to and use of personal information. However, we do not represent, warrant, or guarantee that your personal information will be protected against unauthorized access, loss, misuse, or alterations, and do not accept any liability for the security of the personal information submitted to us nor for your or third parties' use or misuse of personal information.

## **15. About This Privacy Policy**

The foregoing is the current privacy policy of the Site. We reserve the right to change this policy at any time without notice. Any changes to this policy will be posted on this web page. Our policy does not create a contract or any legal rights.

This privacy policy applies solely to the information you provide while visiting this Site. The terms of this privacy policy do not govern personal information furnished through any means other than this Site (such as via telephone or postal mail).

This Site may contain links to other websites that are beyond our control. Other websites to which you link may contain privacy policies that are different from this privacy policy. We encourage you to check the privacy policy of each website you visit before submitting any information to them.

## **16. Registration for our Services**

These Terms of Service are also applicable to any web registration for our services, such as training and coaching. If you submit a registration, this shall be taken to constitute acceptance by you of these Terms.

If you wish to purchase any of the goods or services for sale on this Site, you must submit a completed order form. You will be required to select your goods or services for purchase and complete your delivery and payment details. Once these have been completed, you will have a further chance to check (and correct if necessary) these details prior to submission of your order.

If we agree to accept your order, you will be sent an email giving you an order reference ("Email Confirmation") and you should print out the page containing this and your other order details for your future reference. Once we have sent this Email Confirmation, you will not be able to amend or cancel your order (subject to your right of withdrawal as described below) or access your original order form. You will though be able to access and download these Terms. We may correct any error in any unconfirmed order, sales literature or other document or information issued by us or placed on this Site without any liability.

English is the only language offered by this Site for the order process.

### **Right of Withdrawal**

Where you purchase items from this Site for personal use and not for resale:

(i) Concerning products sent by land mail: you have the right to withdraw from the purchase from the date on which we send you our Email Confirmation until seven (7) working days after the day you receive your order by giving us written notice of withdrawal by e-mail. You will be responsible for and will pay the cost of returning the items to us by the same method as it was delivered. The items will be returned at your risk.

(ii) Concerning products sent electronically by email or internet: you cannot withdraw the order where the items that you wish to return are electronic books or any other electronic product that is directly downloadable after purchasing.

### **Prices (including taxes and delivery) and Payment**

The price of items shall be that quoted on this Site on the date you place your order, subject to any inadvertent pricing errors. While we make every effort to ensure that prices quoted on the Site are accurate, if there has been an inadvertent error, the correct price will be stated in the Email Confirmation and you will have the opportunity to withdraw from the order at that stage if the correct price is higher than that quoted and you are not happy with that higher price. This price excludes the cost of postage, packaging and delivery, which will be specified on the Site. The price also excludes any applicable Value Added Tax or other sales tax, which will be stated separately on the Site.

Payment shall be made by credit card on the date we accept your order.



**Delivery**

The items will be delivered to the address stated in your order, but the time and method will be at our discretion, unless otherwise specified and accepted as part of the order. Time for delivery shall not be of the essence.

If the items delivered to you do not include all of the items that you ordered in any particular order or include incorrect items, you must inform us in writing as soon as possible. In any event, our liability is limited to the price of the items not delivered or the cost of replacing such items.

**Consumer Protection**

Where any goods or services are sold on this Site to persons dealing as a consumer, your statutory rights are not affected by these Terms of Service. Furthermore, nothing in these Terms of Service shall exclude or limit our liability arising by virtue of consumer protection legislation, or our liability for fraud or for death or personal injury caused by our negligence, or any other liability to the extent that we cannot so exclude or limit such liability as a matter of law.

**16. Questions, Complaints, and Dispute Resolution**

If you have any questions or comments regarding this privacy policy, please contact our Office at: Parelhoenstraat 23, 3815 AE Amersfoort, Netherlands, [office@governanceleadership.org](mailto:office@governanceleadership.org) or [www.governanceleadership.org](http://www.governanceleadership.org)

If at any time you believe that we have not adhered to this privacy policy or you have a complaint regarding the way your personal information is being handled, please contact our Office. Disputes under this privacy policy will be resolved by our Office using commercially reasonable efforts to promptly investigate and, if necessary, to correct any problem.

**17. Governing Law and Venue**

These Terms of Service shall be governed by and construed in accordance with the laws of The Netherlands, without regard to its conflicts of law principles. You hereby submit to and agree that the sole jurisdiction and venue for any actions that may arise under or in relation to the subject matter hereof shall be the courts located in The Netherlands.

Amersfoort, The Netherlands,  
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