

TERMS AND CONDITIONS FOR CANDIDATES:

REGULATIONS

By registering for a Cambridge English Language Assessment exam, you automatically agree to the general conditions of the exam itself, to the use of your personal data for the reasons described below and to Cambridge English regulations. The details of these regulations are available here:

General Conditions:

1. The candidate may not register more than once for the same exam session or in the same month.
2. Transfers between Exams sessions and/or exam types e.g.: First (FCE) to Advanced (CAE) are not allowed. Transfers between centres are not allowed either.
3. Candidates with specific requirements in terms of materials (for example Braille versions of written texts), with hearing difficulties or any other special requirements should let us know three months before the exam date and provide a medical evidence. A candidate with a medical emergency such as a broken arm, making writing impossible, should let us know immediately so that we can prepare an alternative solution.
4. The British Council will provide the Statement of Entry with the address of the venue, dates and timetables of the exam 10 days before the exam. It is your responsibility to contact us and obtain your Statement of Entry. You must arrive at the venue at least 30 minutes before the start of the written parts of the exam. Candidates who arrive late may not be admitted to the exam room.
5. The British Council reserves the right not to accept registrations after the established deadline. The British Council also reserves the right to cancel an exam if a minimum number of 10 candidates is not reached. In this case, exam fees will be refunded.
6. The British Council is not liable for any anomalies in the exam session due to lost documents, electrical emergencies etc. In these cases, the British Council will do everything possible to offer the candidates a session at a later date. The refund policy for these cases is at the discretion of the British Council.
7. The candidates must provide official and original documents (Passport, National ID card or Cambridge English ID form) bearing the candidates' identity in each part of the test (except Cambridge Young Learners'). Any candidate using a dictionary, correction fluid, audio recording equipment, a mobile phone, or any other electronic material, or breaking the regulations in any other way will be automatically disqualified.
8. If a candidate cannot attend the exam for medical reasons s/he will be entitled to receive a refund, but an administrative fee of 25% of the overall exam fee will be deducted. Medical certification should be provided to the Examinations Services no later than a week after the examination date. Refunds are not given for any other reason (including, for example, clashes of dates with local examinations, etc).
9. For most exams it is mandatory for candidates to have their photograph taken on the day of the exam. Cambridge English reserves the right to not publish exam results if the candidate has not been photographed according to the regulations. For more information consult the following link: [Test Day Photo](#).
10. Exam results are available online (except YLE and TKT). In order to access their results candidates must first register on the following website on the date indicated in the Statement of Entry of the corresponding exam. A detailed report of the different papers is only available on the results sheet downloaded from the web page above.
11. If candidates are not satisfied with their results, they may request a revision of the marks for a fee, by contacting their exam centre within the time limits established for each exam. For more information, consult www.cambridgeenglish.org
12. Copyright of all exam materials belongs to Cambridge English. Cambridge English does not allow candidates, centres or institutions to see candidates' answer sheets or any other material used in the exam.
13. Cambridge English is regulated by U.K. Data Protection Law and the examiner centres are obliged to comply with local regulations. Your personal details will be securely saved for a limited period. However, information necessary for the confirmation or verification of results in the future will be kept for unlimited time.

British Council Data Protection:

We apply the UK Data Protection Act 1998 to all of our global operations unless the local equivalent law is stronger.

The UK Data Protection Act works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that handle personal information.

Our privacy policy describes how we treat personal information.

Our Personal Information Charter sets out the standards you can expect from us when we handle personal information and what you can do if you think standards are not being met.

Accessing your personal information

Under the UK Data Protection Act any individual has the general right to ask for a copy of the personal information held about them. This means that you can ask for the information that we hold about you. This is known as the right of 'subject access'.

When making a request you will need to give us: a request in writing, the £10.00 fee, proof of your identity, proof of your address and any information that we reasonably need to process the request. For example, details of our offices or staff that you have had contact with and when.

We will not start looking for your information until we receive all of the above. In order to submit your request, or for help making a request, please contact the Data Protection Officer at our Manchester office.

Although you should submit a request in writing, if you would like to speak to someone in person, you can contact us by telephone on +44 (0)161 957 7329

Child Protection:

The British Council believes that all children have potential and that every child matter – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989

The general conditions of registration, including the University of Cambridge regulations, are available in our office and in the present document. A copy of it will be published in the exam room.

Your comments and complaints

The British Council hopes to make your experience of dealing with the British Council an excellent one and welcomes your comments, suggestions and details of satisfaction or dissatisfaction. If you have any comments or complaints, please refer to the Complaints Page and follow the procedure set out there.

If a complaint, dispute or claim is not successfully resolved through discussions between you and the British Council, the courts of England will have non-exclusive jurisdiction over any claim. This means that all claims can be settled by a judge (or a number of judges) in an English court but you or the British Council may, alternatively, bring proceedings in your country of residence or any other relevant country.

If you need further information, get in touch with us at: British Council, 34 Rustaveli Ave.

T: 2 250407/2 988014

E-mail: exams@ge.britishcouncil.org;

Web: www.britishcouncil.ge; <http://www.cambridgeenglish.org>

GDPR COMPLIANT PRIVACY NOTICE for Cambridge English TKT Exam Registration

British Council will use the information that you are providing in connection with processing your registration for Cambridge English TKT Exam and for Test Administration.

We will pass your information to Cambridge English organisation in connection with the administration of your examination and technological support.

We will use your voice recordings and written responses in connection with processing your Cambridge English TKT Exam. We may also collect personal information (your name, address, date of birth, a form of identification number and country of residence) for purposes of verifying your identity.

The legal basis for processing your personal data is agreement with our above TERMS & CONDITIONS of registration.

Special categories of personal data relating to your health/ medical condition will be used solely to ensure equality of services provided for you and your safety at the event. The legal basis for processing your health-related personal data is your consent.

We will keep your personal data for two years after the date of the test.

British Council complies with data protection law in the UK and laws in other countries that meet internationally accepted standards. You have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator. For detailed information, please refer to the privacy section of our website, www.britishcouncil.org/privacy or contact your local British Council office at 34 Rustaveli Avenue 0108 Tbilisi, Georgia.