

TERMS AND CONDITIONS

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These are the terms and conditions of membership of the Institute of Sustainability and Environmental Professionals (formerly the Institute of Environmental Management and Assessment), the world's foremost community of environment and sustainability leaders and advocates for environmental and sustainable business. On becoming a member of ISEP, you are automatically agreeing to abide by the ISEP Code of Professional Conduct and to these terms and conditions and you are providing us with the appropriate consent to handle your personal information in accordance with the Data Protection Act.

Company Limited by Guarantee. Registration Number: 03690916. Place of Registration: England and Wales.

Registered office address: ISEP, Fenland House, 15B Hostmoor Avenue, March, Cambridgeshire PE15 0AX, United Kingdom.

1. Membership applications

ISEP welcomes applications from people who are interested in or are working in the environmental and sustainability arena. Submitting a membership application for a specific grade does not guarantee membership at that grade. Our member levels can be found on our membership page on our website www.isepglobal.org.

2. Data protection

For your security and peace of mind, ISEP complies with the General Data Protection Regulation. The personal data that you supply will be used to process your application and/or membership subscription and as a member of ISEP your data will be used for marketing, statistical and analytical purposes and to administer your membership.

In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data as required by law to any partners or third parties who may use your personal data to:

- Undertake quality administration in relation to the course and/or qualification for which you are registered including providing you with a certificate on successful completion of your course and/or qualification or the specified units of it.
- Contact you directly in relation to quality control purposes undertaken for the course and/or qualifications for which the learner is registered
- Inform you of products or services offered by partners and third parties
- Disclose your personal details to third parties for the purposes of providing prizes, remunerations and qualifications for learners
- Administer requests of reasonable adjustments under the Reasonable Adjustment and Special Considerations Policy
- Carry out statistical analysis on an anonymised basis which may be carried out by us or selected third parties
- Monitor on an anonymised basis equal opportunities relating to ethnicity or disability or other such monitoring purpose

If you wish to obtain a copy of your personal data held by us, then please write to us at info@isepglobal.org. You will be asked to provide proof of your identity and for information that might help to locate the information you are seeking.

If you believe the information we have for you is out of date or incorrect, please update your information on our website www.isepglobal.org or contact the Membership Services team on +44(0) 1522 540 069.

3. Membership fees

Membership of ISEP across all of our grades and access to member services is conditional upon the payment of the appropriate membership fee. All fees are displayed on our website www.isepglobal.org. The fees quoted are for individual membership only.

You may make a one-off payment for a year's membership by credit or debit card or an annual direct debit payment.

We reserve the right to increase our membership fees on an annual basis and updates will be placed on our website www.isepglobal.org.

Members are responsible for covering all charges for the sending and receiving of payment, ensuring ISEP receive the full amount due in British Pound (GBP).

4. VAT

VAT is not charged on membership fees, but it is charged on additional services e.g., for administering your entry on a professional register, or for processing a charge from the Society for the Environment. Whilst most of our services are provided to you within your membership fee, we are required by HMRC to also charge VAT on events where a fee has been levied, such as a regional conference or a specific webinar. This will also apply to non-members who would like to join you at an event.

5. Membership cards

As a sustainability organisation, ISEP does not automatically issue membership cards however, members can opt to receive one by contacting our Membership Team at the point of renewal.

6. Upgrades

Please visit our website at www.isepglobal.org to learn more about what upgrading means for the next stage of your development and membership of ISEP.

7. Membership renewals

Your membership will become eligible for renewal fees one year following your original joining or renewal payment. Your membership will be continued unless a written cancellation (via letter or email) is received by the Membership Team at least one week before your renewal date.

The amount due from you in respect of the next payment year will be included in your renewals notification prior to the end of your membership year. If you pay by Direct Debit, fees will be taken at the new rate unless we receive notice of change of membership or cancellation.

8. Professional conduct

All members of ISEP are required to uphold a high standard of professional conduct and adhere to ISEP's Code of Professional Conduct. If ISEP receives a complaint about a member and their conduct, or is aware of potential misconduct, we will always investigate the matter fairly and thoroughly in accordance with our Professional Conduct and Discipline Process. ISEP Members are required to comply fully and constructively with any investigation ISEP conduct.

9. Access ISEP

By subscribing to Access ISEP, you will receive a four-month free taster subscription, having access to the benefits of ISEP. During this time, you do not have an active membership and therefore will not have professional recognition, you do not have the right to vote as a member, attend ISEP's AGM or be entitled to a paper copy of TRANSFORM.

10. Unpaid subscription fees

ISEP is a not for profit organisation and unpaid subscription fees therefore impact directly on our ability to plan and provide services for our members. Consequently, ISEP reserves the right to take necessary steps to recover unpaid subscription fees, including legal fees.

In any circumstances where the subscription fees remain unpaid following the due date for payment, ISEP reserves the following rights:

- a. To demand immediate payment of any outstanding sums due
- b. To withdraw the facility to make subsequent payments by instalment
- c. To charge an administration fee of £25 plus any costs of recovery
- d. To add any interest to any outstanding amounts at 4% above the Bank of England base rate
- e. To cancel your membership

If you anticipate any problems with the payment of your subscription, please contact the Membership Team at the earliest opportunity to discuss. In particular, please ensure that you contact the team if you intend to cancel your Direct Debit instruction and/or use another form of payment otherwise ISEP will incur bank charges for seeking a Direct Debit payment without an active mandate.

If you have asked us to collect from a specific account and our request is returned to the bank as 'unpaid' on more than 3 occasions, we will ask you for details of another bank account from which ISEP can successfully collect your payment and reserve the right to pass on any administration charges that may have been incurred as a result.

You agree that any outstanding amounts on your membership account must be cleared on termination and for the avoidance of doubt, before you can be reinstated as a member of ISEP.

11. Membership reinstatements

Depending on how long you have been away, and the grade that you wish to rejoin at, there are different requirements and fees for reinstating your membership. Please visit our website for full details www.lsepglobal.org.

12. Membership cancellations

You can cancel your membership at any time however, your membership is for one year and ISEP do not provide refunds in any circumstances. Your membership will automatically be cancelled if we do not receive payment from you and future reinstatement may incur a fee. Please see our website for more information www.lsepglobal.org.

13. Refunds

ISEP does not refund members once payment has been received in any circumstances.

14. Reduced fees

Reduced rates are available to members in special circumstances. ISEP has the right to request proof of eligibility.

15. Membership offers

Sometimes ISEP will provide special offers to members that cannot be applied retrospectively. Prices will revert to normal at the end of the offer period or at renewal.

16. Membership preferences

When you join ISEP, you provide us with your personal details, including your address, phone number and email. By giving us this information, you are agreeing that ISEP may contact you from time to time by email, SMS text message or post, with information related to services, products and events.

You may at any time opt out of receiving communications from ISEP by visiting our website www.isepglobal.org.

17. Privacy

At ISEP we take your privacy very seriously. Our Privacy Policy relates to our use of any personal information you provide to us online, via phone or text, by email, in letters or correspondence. Our full policy can be reviewed by visiting our website www.isepglobal.org.

18. Complaints

ISEP is wholly committed to providing members with a high-quality service and will at all times endeavor to meet your needs. Therefore, if there is a problem we need you to tell us. We hope that we can address any issue that arises before it evolves into a reason for complaint.

We value your feedback, both positive and negative and we take complaints very seriously. You may be assured that all problems and complaints will be dealt with both courteously and promptly, so that the matter is resolved as quickly as possible. ISEP intend to respond to your concerns in a professional and efficient manner and would ask that your dealings with ISEP staff also reflect this approach.

If you are an ISEP member and you are dissatisfied with the service you have received, or are unhappy with how you have been treated by a member of ISEP staff, please contact us as soon as the matter arises either by email at info@isepglobal.org or by calling our Membership Services team on +44(0) 1522 540 069. The individual dealing with your enquiry will endeavor to rectify the situation immediately or if unable to, can advise you of the most appropriate person to speak to.

Alternatively, you may wish to write to us. We aim to respond to all written comments and complaints within 7 working days. If we feel the matter will take longer to investigate, we will acknowledge receipt of your letter and indicate when you can expect to receive a full and final response.

Any written complaints should be addressed to the Head of Membership Operations and emailed to info@isepglobal.org.

19. Website

Terms of use are available by visiting www.isepglobal.org.

20. Intellectual property rights statement

Unless stated otherwise, copyright in all text and images whether electronic or other format is owned by ISEP. No information may be reproduced, stored in a retrieval system or transmitted in any form or by any means, either in whole or in part, without prior written permission of ISEP save within the limits provided by English legislation.

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If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must at our option return or destroy any copies of materials you have made.

21. Complaints against partners and third parties

Whilst we always try to ensure that staff, local examiners, Assessors and EQAs carry out their duties in a professional and responsible manner there may be exceptional instances where a learner or a training partner is unhappy with their conduct. In these circumstances please follow our complaints process.

22. Changes to our terms and conditions

ISEP reserves the right to change these terms and conditions at any time. The most recent version of these terms is binding and can be found on our website www.isepglobal.org.