

**Toolkit Terms and Conditions**

Please read these Terms and Conditions carefully as they apply to all products and services supplied by Toolkit at The University of Aberdeen.

We have tried to keep these Terms and Conditions brief, easy to understand, and as straightforward as possible. If you have any questions please contact us at [toolkit@abdn.ac.uk](mailto:toolkit@abdn.ac.uk).

What type of work can Toolkit undertake?

* 1. Toolkit’s core remit is to curate and create engaging, digital resources to help students and staff at the University of Aberdeen learn new digital skills, understand how to use University software, discover useful apps and explore University services.
  2. Toolkit is based in the Directorate of Digital and Information Services, but is permitted to create any content that communicates information within the University community, e.g. from Academic Staff to Students, from Support Services to Staff and Students, or from Senior Management to Senate.
  3. Toolkit’s remit does not extend to external marketing of, or communications about, individuals, courses, schools, services or any other area in the University unless expressly given permission by the Marketing & Student Recruitment and External Relations Directorates.
  4. We are not permitted to create branding or logo design for individuals, courses, schools, services or any other area in the University unless expressly given permission by the Marketing & Student Recruitment and External Relations Directorates.

**What should you expect from us?**

1. We will carry out services in a professional and timely manner.
2. We will make every effort to adhere to any timescales we have both agreed upon.
3. Revisions or updates – If the information communicated in your video or resource is incorrect due to changes in the service or programme, Toolkit will endeavour to complete your requested changes within 10 working days.
4. We will maintain up to date skills and knowledge through regular training and research.

**What do we expect from you?**

1. We require **one named individual** to act as our point of contact for any requested video or resource, and subsequently becomes the ‘owner’ of the content; we host over 150 resources and manage over 280 videos - we do not have the resource to continually check if revisions are required for all of these, therefore we require our named contact to advise if content needs revised, updated or removed. Your project team may consist of numerous individuals, but again, we can only work with **one named contact** so that we can ensure there are no conflicting requests from different sources, and that the whole team is aware of any requested updates.
2. Provide us, within an agreed timescale, everything that is required to complete your project - including text, images, and other information.
3. Provide text and images in standard formats (see photographs and images section below).
4. Review our work, provide feedback, and sign-off approval in a timely manner.
5. Make every effort to adhere to all agreed timescales.
6. Advise, in advance, of any confidential information that will require password protection, or sensitive data that we should encrypt.

**The Toolkit platform and content**

# Web Application Development:

* 1. Our web application is developed to work primarily across all major browsers and platforms including personal devices. Subsequently we will continue to upgrade or update our application as new technology becomes available.
  2. We cannot guarantee compatibility in old or redundant browser software.

# Custom Content Management System:

* 1. All resources featured on the live web application will be uploaded using our custom-built Content Management System (CMS).
  2. In order to maintain consistency and quality of our resources, delivery and application, we will retain responsibility and access of admin system.

# Photographs and Images:

* 1. Any images or photographs that you supply should be in digital format, usually no smaller than 1024x768 pixels, with a suitable resolution that will allow them to be resized and used on screen.
  2. We can obtain images from third party photographers, the University of Aberdeen, or stock photography sites if required. There may be a cost involved but this will be managed on a project by project basis.

**Legal Stuff**

# The Copyright:

* 1. The University of Aberdeen retains copyright for any materials created by Toolkit.
  2. You will own, or have express permission to use for work purposes, the text files, images, graphics and any visual elements, video or sound-bites, that you may have sent to us to use in connection with the project.
  3. We will maintain copies of all the files used in connection with your project and if you require an electronic copy of all the files used in connection with your project, then we will be happy to supply this to you.
  4. As the design company we also reserve the right to display and link to your completed project as part of our portfolio, and to write about the project on other websites, in magazine or ezine articles, books, written or digital publications of any design and source. Please inform us in advance of the resource going live if you DO NOT want us to add your resource to our portfolio of work.

# Hosting:

* 1. To ensure superior levels of reliability and performance, all resources are hosted on a dedicated, responsive and adaptive platform. Details of the exact specification of the Toolkit platform are freely available to all and can be given on request.
  2. All videos we create are uploaded to the Toolkit’s unlisted YouTube channel or Panopto channel. This means videos are not searchable on the platforms. Embed codes and URLs can be given on request.

# Liability:

* 1. We will not be held liable for any missed launch date or deadline caused by a failure to supply us with materials on time, or to approve or sign off work within the agreed timeframe.
  2. Although you are responsible for ensuring content is accurate and up to date, we retain the right to retire content that is no longer fit for purpose. We will make reasonable attempts to contact you before retiring any content.

# Confidentiality:

* 1. Toolkit adheres to all national and UK data protection, data transfer, data retention, and confidentiality regulations. We always store data we receive from you in a secure manner and in accordance with the University of Aberdeen’s security policy. See [policy zone on Staffnet](http://www.abdn.ac.uk/staffnet/governance/policies-and-procedures-134.php) for details.
  2. If you request that a resource on Toolkit is secured, we will ensure that the resource requires authenticated login for specified users.

**General**

* 1. While we will make every effort to adhere to projected completion dates, we reserve the right to reschedule work. In such cases, we will notify you at the earliest opportunity.
  2. If a project requires us to collaborate with other services, for example the University Audio Visual team, the production timeframe will be dependent upon the availability of the collaborating service.
  3. If you host the content elsewhere, we cannot guarantee that it will be fully compatible with other providers’ systems.
  4. Once the video storyboard and script are agreed, major revisions during production or after completion will not be possible. Minor revisions will be at our discretion. If escalated, our Lead Designer’s decision is final.
  5. If your request does not fall within the Toolkit remit (please refer to page 1 for details of remit), the Service will endeavour to refer the Client to an alternative service provider as appropriate.

Changes to these Terms and Conditions:

Toolkit reserves the right to add, delete, or modify any provision of these Terms and Conditions at any time without notice. Failure to receive notification of a change does not make those changes invalid. These Terms and Conditions will always be available to download or print from the University of Aberdeen website.