GTCONCEPTS CBT

Terms of Use

The agreement that governs access to and use of GTConcepts CBT by organisations, their team members and candidates.

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The current version is always at cbt.gtconcepts.com.ng/terms.

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These Terms of Use ("Terms") are an agreement between GTConcepts NG ("GTConcepts", "we", "us") and anyone who uses GTConcepts CBT at cbt.gtconcepts.com.ng. By creating an account, signing in or taking an exam you accept these Terms and our Privacy Policy. If you use the service for an organisation, you confirm you are authorised to accept these Terms for it.

1. Definitions

- Organisation: a school, company, training provider, group or individual that holds a GTConcepts CBT workspace.
- Team member: a person an Organisation gives access to its workspace.
- Candidate: a person registered by an Organisation to take an exam.
- Content: questions, instructions, files, candidate records and other material added to a workspace.
- Plan: the subscription level that sets features, limits and price.

2. Accounts and security

- Give accurate information and keep it up to date.
- Keep passwords and two-step codes private. You are responsible for activity under your account.
- Tell us promptly at cbt-support@gtconcepts.com.ng if you suspect unauthorised use.
- Organisations are responsible for the team members and candidates they add and for the access they grant.

3. Using the service

GTConcepts CBT may be used for lawful assessment, training, recruitment, certification and similar activities. You must not:

- break any law or the rights of others, or upload content you do not have the right to use;
- upload harmful code, try to break or bypass security, or access another Organisation's data;
- overload the service, scrape it or use automated tools other than our published API;
- resell or rent access to the service without our written permission;
- help candidates cheat, impersonate a candidate or interfere with an exam.

4. Organisation responsibilities

- Set exam rules, marking schemes and pass marks, and check questions and answers for accuracy.
- Tell candidates how their information is used, including any proctoring, and obtain any consent needed (including parental consent for candidates under 18).
- Review results and integrity evidence fairly before making decisions about a candidate.
- Keep exported results and candidate lists secure.

5. Candidates

Candidates must follow the instructions set by their Organisation, sit exams honestly and not share questions or log-in details. Questions about an exam, a result or a certificate should be sent to the Organisation that set it; that Organisation makes decisions about results.

6. Plans, fees and payment

- Features, limits and prices for each Plan are shown on our Pricing page or in your quote, and may change for future billing periods with notice.
- Fees are payable in advance for the chosen period. Online payments are confirmed once the payment provider verifies them; offline payments once we confirm receipt.
- Access to paid features ends when a Plan expires unless it is renewed. We send renewal reminders but it is your responsibility to renew on time.
- Vouchers and promotional codes follow the conditions shown when they are issued and cannot be exchanged for cash.
- Fees are non-refundable except where required by law or agreed with us in writing.

7. Your content

Organisations keep ownership of their Content. You give GTConcepts permission to host, copy, process and display Content only as needed to run the service for you, to keep backups and to meet legal duties. You confirm you have the rights needed to add the Content.

8. Our intellectual property

The platform, software, design, logos and documentation belong to GTConcepts NG or its licensors. We give you a limited, non-exclusive, non-transferable right to use the service during your subscription. You may not copy, modify or reverse-engineer the platform except where the law allows.

9. Data protection

We handle personal information as described in our Privacy Policy. For candidate information, the Organisation is the data controller and GTConcepts acts as its processor: we process that information only to provide the service, keep it confidential, protect it with appropriate security, use trusted service providers, and help the Organisation respond to requests and incidents.

10. Exam integrity and proctoring

Browser integrity signals and proctoring evidence are tools to support supervision. They can be affected by devices, connections and other factors and do not on their own prove misconduct. The Organisation remains responsible for any decision made using them.

11. Availability, maintenance and support

We work to keep the service available and secure, but it may occasionally be interrupted for maintenance, upgrades or events outside our control. We will try to give notice of planned maintenance. Organisations should schedule important exams with this in mind and contact support promptly if a problem occurs during an exam.

12. Suspension and termination

- You may stop using the service at any time. Paid Plans run until the end of the period already paid for.
- We may suspend or close an account for serious or repeated breaches of these Terms, security risks, fraud or non-payment. Where reasonable we will give notice first.
- After an account closes, Organisations may request an export of their Content within 30 days.

After that, Content may be deleted in line with our retention periods.

13. Disclaimers

The service is provided "as is" and "as available". We do not guarantee that it will be uninterrupted or error-free, or that exam results, marks or certificates will meet any particular requirement. Organisations are responsible for the accuracy of their questions, answers and results.

14. Limitation of liability

To the extent allowed by law, GTConcepts is not liable for indirect or consequential losses, lost profits, lost data or exam disruption caused by events outside our reasonable control. Our total liability for any claim relating to the service is limited to the fees you paid us in the 12 months before the claim. Nothing in these Terms limits liability that cannot be limited by law.

15. Indemnity

Organisations agree to cover GTConcepts against claims, losses and costs arising from their Content, their breach of these Terms or law, or the way they or their team members use results and candidate information.

16. Third-party services

Payments, email delivery, integrations and other connected services are provided by third parties under their own terms. We are not responsible for services we do not control.

17. Changes to these Terms

We may update these Terms from time to time. The date at the top of this page shows the latest version. We will tell Organisation owners about significant changes in advance. Continuing to use the service after changes take effect means you accept them.

18. Governing law and disputes

These Terms are governed by the laws of the Federal Republic of Nigeria. We will first try to settle any dispute through good-faith discussion. If that fails within 30 days, the dispute may be taken to mediation or to the courts of Lagos State, Nigeria.

19. Contact

- GTConcepts NG, Lagos, Nigeria
- Email: cbt-support@gtconcepts.com.ng
- Contact form: cbt.gtconcepts.com.ng/contact