

Westberi AB – Terms and Conditions



Last updated: March 10th, 2026

1. Introduction

Delivery of the School of Information Operations (SOIO) training courses in Europe is facilitated by Westberi AB (“we”, “our”, “us”), a company registered in Sweden (Org. Nr 559484-0489). These Terms and Conditions (“Terms”) apply to all orders placed by the client (“you”) for the delivery of SOIO training courses.

By placing an order, accepting a Quote, or paying an invoice, you agree to be bound by these Terms.

2. Acceptance and Client Obligations

The person placing the order must be at least 18 years old and authorised to act on your behalf.

You agree not to engage in unlawful or inappropriate conduct, including:

- infringing privacy rights or sharing personal data without consent;
- using our name or materials to defame, harass, threaten, or offend any person.

If you create an account with us, you must ensure all information is accurate and kept up to date. You are responsible for all activity conducted through your account.

All personal data will be processed in accordance with the General Data Protection Regulation (GDPR).

3. Training Courses

3.1 Ordering

You may request a training course by contacting us via email or phone (contact details at clause 17 below). If accepted, we will issue a Quote. A binding agreement is formed when you accept the Quote and/or pay the invoice.

We may accept or reject any order at our discretion. If rejected, we will notify you within a reasonable time.

It is your responsibility to verify all order details, including course selection, student information, and pricing, before submitting your order.

3.2 Course Delivery

Once payment is validated, we will send an order confirmation. Joining instructions (dates, times, access details, and location) will be provided at least one week before the course start date.

All bookings are subject to availability.

We do not provide replacement classes or additional materials if a student misses any session.

We will deliver training diligently and professionally, consistent with industry standards.

In unforeseen circumstances, we may substitute trainers at any time with suitably qualified personnel.

We do not guarantee uninterrupted access to course content or that materials will be error-free.

3.3 Armed Forces Notification

You must notify us if you intend to undertake training as part of, or for the benefit of, a role within the armed forces of a country outside the EU.

4. Price and Payment

You must pay the full purchase price (“Price”) for each training course, plus any applicable fees or MOMS/VAT, as set out in the invoice.

Payment must be made upfront using the methods listed on the invoice. If paying by bank transfer, the full Price must be received before the course start date.

You warrant that you are authorised to use any payment method you provide. We do not store credit card details; all payment information is handled by our third-party payment processor.

5. Cancellation, Rescheduling, and Substitutions

5.1 Cancellation

You may cancel a training course by emailing contact@westberi.com (“Cancellation Request”). If received at least **one (1) calendar month** before the course start date, you will receive a full refund **minus the Administration Fee**. No refund for Cancellations within 30 days.

5.2 Rescheduling

You may request to reschedule a course (“Reschedule Request”) by emailing us:

- at least **one (1) calendar month** before the start date for the Courses.

An Administration Fee applies to each Reschedule Request. Approval is subject to availability.

5.3 Student Substitution

You may request to substitute a registered student (“Substitution Request”) at least **5 Business Days** before the course start date.

5.4 Student Verification (DEC, SAMS & GDPR Compliance)

To comply with applicable export-control, safeguarding, and security-assessment requirements, including Australian Defence Export Control (DEC) and Safeguarding Australia’s Military Secrets (SAMS), you must provide the nationality of each student at the time of enrolment. We will use this information solely for the purpose of obtaining and maintaining required approvals under DEC, SAMS, and any equivalent regulatory frameworks.

We will manage all approval processes and security assessments required under these frameworks. You are not required to obtain any export-control approvals yourself. Personal data collected for this purpose will be processed in accordance with GDPR and retained only for as long as necessary to meet regulatory requirements.

We process all personal data strictly for the purpose of verifying eligibility to attend the course. The lawful basis is **legitimate interest** and/or **contractual necessity**. Data is retained only as long as necessary for these purposes.

5.5 Refund Processing

Any approved refund will be processed within **one (1) calendar month** of receiving your Cancellation Request.

5.6 Our Right to Cancel

We may cancel a course, trainer, or course content at any time before the start date for operational, security, legal, or other justified reasons. Where we cancel a course, we will provide **seven (7) days’ notice** and issue a full refund.

We are not responsible for travel or accommodation costs incurred by you.

We may waive any fee or policy under this clause at our discretion.

6. Consumer Rights

Nothing in these Terms limits your rights under **mandatory consumer-protection laws applicable in the EU or your country of residence**.

To the extent permitted by law, all other warranties or conditions not expressly stated in these Terms are excluded.

7. Limitations of Liability

To the maximum extent permitted by law:

- neither Party is liable for **Consequential Loss**;
- each Party’s liability is reduced proportionately to the extent the other Party contributed to the loss;

- our aggregate liability arising from or in connection with these Terms is limited to the **Price paid** for the training course giving rise to the claim.

Training materials are provided for general information only and do not constitute professional advice. We do not guarantee any particular learning outcome or level of knowledge.

8. Intellectual Property

All intellectual property in SOIO training materials (“SOIO Intellectual Property”) remains the property of SOIO.

You are authorised to use SOIO Intellectual Property solely for your personal, non-commercial use.

You must not, without our prior written consent:

- copy or reproduce SOIO Intellectual Property;
- distribute, publish, broadcast, or sell it;
- modify, frame, embed, or create derivative works from it.

You must not, without our prior written consent and the written consent of SOIO Pty Ltd:

- use the SOIO name, brand, trademarks, course titles, or any SOIO course materials in any marketing, promotional, public-facing, or third-party communication, including capability statements, tenders, proposals, websites, or social-media content;
- imply endorsement, partnership, certification, or affiliation with SOIO in any external communication.

Any proposed marketing or public reference to SOIO or its materials requires **prior written approval from SOIO Pty Ltd**.

9. Export-Control and Sanctions Compliance

You represent and warrant that you and your participants are not subject to EU, UN, UK, or US sanctions and that training will not be used in violation of export-control laws.

We may refuse or cancel training where export-control or sanctions risks are identified.

You acknowledge that certain nationalities may require additional export-control or security approvals. We reserve the right to delay or refuse training delivery where required approvals cannot be obtained.

10. Dispute Resolution

Any dispute, controversy or claim arising out of or in connection with this contract, or the breach, termination or invalidity thereof, shall be finally settled by arbitration in accordance with the Arbitration Rules of the SCC Arbitration Institute.

11. Notices

Notices must be in writing and sent by email or post to the contact details below or to the details provided in your order. Notices are deemed received:

- 48 hours after posting;
- at the time of email transmission.

12. Privacy

We comply with the GDPR and all applicable privacy legislation. Our Privacy Policy explains how we collect, use, and store personal data.

Nationality information is classified as personal data under GDPR and will be handled with appropriate safeguards and retained only for regulatory compliance purposes.

13. Force Majeure

Neither Party is liable for delays or failures caused by events beyond reasonable control (“Force Majeure Event”), provided the affected Party notifies the other and uses reasonable efforts to minimise impact.

14. Assignment

You may not assign or transfer any rights or obligations under these Terms without our prior written consent.

15. Amendments

We may vary these Terms by publishing updated terms on our website. The Terms applicable to an order are those in effect at the time the order was placed.

16. Governing Law

These Terms are governed by the laws of **Sweden**. The Parties submit to the exclusive jurisdiction of the courts of Sweden.

17. Contact Details

Westberi AB, 114 56 Stockholm, Sweden

Org 559484-0489

Momsregistreringsnummer/VAT-nummer SE559484048901

Phone: +46 760 188 004

Email: contact@westberi.com