

# Terms and Conditions

## 1. Submission and delivery of documents

Documents for verification/translation are submitted to the British Council by courier or by email (clear scanned copies) at: [Translation-Verification@britishcouncil.gr](mailto:Translation-Verification@britishcouncil.gr). Exceptionally: (i) English language certificates issued by recognised examination bodies in the UK, and (ii) documents issued by UK higher education institutions to be submitted to the Foreign, Commonwealth & Development Office (FCDO) for legalisation purposes, must be sent to the British Council only by courier as the original documents are required. In any case, it is mandatory to submit the completed and signed Request Form. In the case of submission of documents issued by a UK educational institution/UK examination body, a signed copy of the relevant Consent Form shall also be required. These forms are posted on the website of the British Council ([www.britishcouncil.gr/study-uk/translation-verification](http://www.britishcouncil.gr/study-uk/translation-verification)). Verified/translated documents (and any original documents, where they are required) are delivered by courier.

## 2. Certification of identity

To prove your identity, you must enclose in the relevant envelope that you will send by courier or attach to the relevant email a clear copy of your identity card/passport/driver's license or other official identification document of equivalent value (or, in the case of the documents to be validated/translated involving minors, copies of the respective identification documents of the person exercising parental responsibility). Documents relating to minors may be sent by the British Council to the minors themselves or to the persons exercising parental responsibility.

## 3. Authorisation

If you wish to authorise a third party to receive (by courier) the documents submitted (including in cases where you wish the documents to be sent to an address other than that of the sender and holder of the documents) and to contact the British Council in order to be informed about the progress of your request, you can complete, sign and enclose the authorisation found on the Request Form or send it to us by email. You should also send it to the person authorised to receive the documents.

## 4. Pricing

By sending documents for verification/translation you expressly accept the charges for these services listed in the British Council's price list posted on the website ([www.britishcouncil.gr/study-uk/translation-verification](http://www.britishcouncil.gr/study-uk/translation-verification)), the calculation of the total cost of the services based on these charges and an electronic receipt issued by the British Council to be sent by email.

The cost of the courier service is borne by the customer and added to the cost of translation/verification services. By informing the ACS courier representative who will receive your documents that the shipment will be charged to the British Council, you can make use of the special courier rates offered exclusively to our customers. Please note that additional services are not included, e.g. Saturday delivery, morning delivery, time-bound delivery, delivery from/to abroad. Please also note that even if you eventually decide not to proceed with our verification/translation services, you will be charged for the cost of the courier service if you have used it to send the relevant documents (as well as for the return of any original documents).

In any case, in order to avoid any errors that may hinder the process of providing the requested services and cause undue inconvenience, we will contact you by phone or email at the contact details you have provided to us within a reasonable period of time from receipt of your documents in order to confirm the services requested and the exact amount payable. Upon this confirmation you give your express consent to the British Council to proceed with the services requested and you acknowledge that you will lose any withdrawal rights if the British Council fully fulfils its services.

## 5. Payment

Payment of the fee will be made upon receipt of the verified/translated documents or by deposit at No. 7140 0200 2002 275 bank account of the British Council to Alpha Bank, quoting the name of the document holder. If you use a courier service of your choice, the payment of the fee for the British Council's translation and verification services can only be made by deposit in the above bank account (i.e. the option of payment by cash on delivery is not available).

## 6. Data protection

The British Council will use the data you provide to process your application for verification and translation of the educational documents submitted. Our legal basis for processing your data is the performance of a service contract (agreement). We will share your data with the UK educational institutions/UK examination bodies mentioned in the submitted documents for the purpose of verification. We will keep a record of your

contact details and translations of the submitted documents for a period of ten (10) years from the agreed date of delivery of the documents.

The British Council complies with the provisions of the General Data Protection Regulation (EU) 2016/679 and the legislation on the protection of personal data in Greece. You have the right to access your personal data, request a copy of the information we hold on you, the right to correct any inaccuracies in that information, or the right to request its erasure when the information is no longer necessary for the purposes for which it was collected. Subject to conditions, you have the right to restrict or object to the processing of such information. In such cases we will retain them only to defend any claims. If you wish to exercise any of the above rights, please contact the British Council at [IGDisclosures@britishcouncil.org](mailto:IGDisclosures@britishcouncil.org) with the code: Document Services. If you are concerned about the way we have used your personal information, you also have the right to appeal to the Hellenic Data Protection Authority ([www.dpa.gr](http://www.dpa.gr)). For more information, please refer to our website [www.britishcouncil.gr/en/privacy-and-terms](http://www.britishcouncil.gr/en/privacy-and-terms) or contact the British Council in Greece.

## **7. Delay**

The translation/verification delivery dates of any documents listed on the website of the British Council ([www.britishcouncil.gr/study-uk/translation-verification](http://www.britishcouncil.gr/study-uk/translation-verification)) are indicative, do not include the delivery time via courier service and in any case start from the day following the confirmation of the exact cost of the services with the customer and provided that the documentation submitted is clear and complete.

Furthermore, the British Council is not responsible for any delay due to the UK educational institutions (as regards the confirmation of the authenticity of the documents submitted) or for reasons relating to courier services or any other cause other than its sphere of influence, including the submission of incomplete data by the customer (or non-original documents, where necessary). Additionally, the British Council is not responsible for any delay in receiving documents by email due to technical reasons.

## **8. Translation**

ELOT 743, which is identical to the International Standard ISO 843, will be used for the transcription of names from English to Greek or vice versa.

## **9. Evidence**

The electronic registration in the British Council's Automation system constitutes full evidence of the present transaction, counter-evidence being permitted.

## **10. Retention period**

All educational documents translated by the British Council will be destroyed ten (10) years after the agreed date of their delivery by the British Council. In the event that it is not possible to have the documents submitted for verification and/or translation delivered to the customer by courier (indicatively, due to a change in the customer's address or for any other reason not due to the British Council), it is agreed that the British Council may destroy them with the expiry of ten (10) years from the agreed date of their delivery in accordance with the current provisions and the British Council's safe data destruction policy.

## **11. Declaration – acceptance of other conditions**

By sending documents for verification/translation you expressly state that you are the legal holder of the relevant documents and that you have read, understood and unconditionally accepted any other terms relating to the provision of the verification/translation services of the British Council contained on the website of the British Council ([www.britishcouncil.gr/study-uk/translation-verification](http://www.britishcouncil.gr/study-uk/translation-verification)), including, without limitation, the relevant Code of Practice relating to verification services.

British Council statements for destroyed/lost University of Cambridge English language certificates for examinations after 1996 at British Council examination centres confirm whether the interested party who submits a relevant application/solemn declaration is included in the list of successful candidates in the English language examinations of the University of Cambridge kept by the British Council as well as the exact title of the certificate, the grade of the certificate and the date of the examinations. The British Council cannot guarantee that the statement will be accepted by any third party, entity or not, as this depends on the requirements of the recipient to whom it is submitted each time (and for this reason it is recommended to check with the respective body or third party beforehand).

## **12. Law in force and jurisdiction**

This Agreement is governed by Greek law and any resulting dispute will be subject to the Courts of Athens.

The British Council shall take all appropriate measures to ensure the security of documents submitted by its customers. However, it shall not be liable for the loss or damage of such documents by natural disasters, acts of God or any cause other than its sphere of influence. Customers should therefore, in any event, keep copies of the documents they submit to the British Council.