

Terms and Conditions

Getting On Better (GOB)

1. About these Terms

These Terms and Conditions apply to the provision of the **Getting On Better (GOB)** service by **OnePlusOne Marriage and Relationship Research** (“OnePlusOne”) to purchasing organisations (“the Buyer”).

These Terms should be read alongside:

- the **Getting On Better Licence Agreement**, and
- any applicable G-Cloud call-off contract.

Where there is any conflict, the Licence Agreement and G-Cloud call-off terms take precedence.

2. Scope of the Service

2.1 The GOB service provides access to:

- digital parent courses, and
- practitioner eLearning, optional training, and resources,

as specified in the Buyer’s licence agreement.

2.2 Access to practitioner training or additional services is **not included unless explicitly stated** in the agreed licence or separately contracted.

3. Eligibility and Use

3.1 The service is provided **exclusively to Local Authorities** unless otherwise agreed in writing.

3.2 End users may include:

- parents and carers, and
- practitioners authorised by the Buyer.

3.3 Users must not:

- share access credentials,
- copy or redistribute content, or
- use the service for purposes outside the scope of the licence.

4. Access and Availability

4.1 The service is delivered via third-party cloud platforms, including **Articulate**, and supporting OnePlusOne web pages.

4.2 OnePlusOne will use reasonable efforts to maintain service availability but does not guarantee uninterrupted access.

4.3 Planned maintenance or service interruptions will be communicated where reasonably practicable.

5. Support

5.1 Support is provided via email at **info@oneplusone.org.uk**.

5.2 Support includes assistance with access and service-related queries.

5.3 Telephone support is not provided as standard.

6. Data Protection and Privacy

6.1 OnePlusOne acts in accordance with applicable UK data protection legislation, including UK GDPR.

6.2 Data is processed only for the purposes of delivering and reporting on the service.

6.3 Data exports may be provided to the Buyer on request, subject to lawful basis and contractual terms.

6.4 OnePlusOne does not sell or use data for unrelated commercial purposes.

7. Intellectual Property

7.1 All intellectual property rights in the GOB content remain the property of OnePlusOne.

7.2 The Buyer is granted a **non-exclusive, non-transferable licence** to use the content during the licence period.

7.3 No ownership rights are transferred.

8. Confidentiality

8.1 Each party agrees to keep confidential any non-public information disclosed in connection with the service.

8.2 This obligation survives termination of the agreement.

9. Liability

9.1 Nothing in these Terms limits liability for:

- death or personal injury caused by negligence, or
- fraud or fraudulent misrepresentation.

9.2 Subject to the above, liability is limited in accordance with the Licence Agreement and G-Cloud call-off terms.

10. Termination

10.1 Access to the service ends at the expiry of the licence period unless renewed.

10.2 OnePlusOne may suspend or terminate access where:

- the service is misused, or
- contractual terms are materially breached.

11. Changes to the Service

11.1 OnePlusOne may update or improve the service content to reflect:

- evidence updates,
- accessibility improvements, or
- service enhancements.

11.2 Material changes affecting scope will not be made without agreement.

12. Governing Law

These Terms are governed by the laws of **England and Wales**, and the courts of England and Wales shall have exclusive jurisdiction.

Supplier details

OnePlusOne Marriage and Relationship Research

Registered Charity Number: 1087994

Company Number: 04133340

Registered Office: London, United Kingdom