

Legal Terms & Service Agreements

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This document provides access to the legal terms, service documents and licensing agreements that apply to the products and services provided by Synergy Learning.

Your specific agreement with us will reference the documents relevant to the platform you are using and whether it is hosted by Synergy Learning (partner-hosted) or hosted by your organisation (customer-hosted).

If you have any questions or are unsure which documents apply to you, please contact your Account Manager or email legal@synergy-learning.com.

We support three platforms:

- Moodle LMS
- Moodle Workplace
- Totara

Legal documents are organised below by platform and hosting type. Please refer to the relevant section for the terms that apply to your service.

Services purchased through the G-Cloud framework are subject to the G-Cloud 15 framework agreement and call-off terms. Where services are ordered via G-Cloud, those framework terms take precedence.

Additional Information

Further down the page, you will also find service-specific terms and third-party provider agreements. These are part of the contractual framework and may be referenced in your order or service agreement.

Partner-hosted

Your platform, hosted and managed by Synergy Learning. We provide full hosting, monitoring, support and updates. The following terms and agreements apply.

Moodle LMS

- [Terms of Business](#)
- [Hosting Service Level Agreement \(SLA\)](#)
- [Support Service Level Agreement \(SLA\)](#)
- [Data Processing Agreement \(DPA\)](#)
- [Moodle Licence \(GPL\)](#)

Moodle Workplace

- [Terms of Business](#)
- [Hosting Service Level Agreement \(SLA\)](#)
- [Support Service Level Agreement \(SLA\)](#)
- [Data Processing Agreement \(DPA\)](#)

Totara

- [Terms of Business](#)
 - [Hosting Service Level Agreement \(SLA\)](#)
 - [Support Service Level Agreement \(SLA\)](#)
 - [Data Processing Agreement \(DPA\)](#)
 - [Totara Product Licence](#)
 - [Totara Subscription Policies](#)
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Customer-hosted (on-premise)

Your platform, hosted by you. Synergy Learning provides the code and optional services, but we do not host or manage your system. Support is not included unless separately agreed. The following terms and agreements apply.

Moodle LMS

- [Terms of Business](#)
- [Customer-hosted code](#)
- [Moodle Licence \(GPL\)](#)

Moodle Workplace

- [Terms of Business](#)
- [Customer-hosted code](#)
- [Terms for Customer-Hosted Moodle Workplace instances](#)

Totara

- [Terms of Business](#)
 - [Customer-hosted code](#)
 - [Totara Product Licence](#)
 - [Totara Subscription Policies](#)
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Service-specific terms

- [Hosting Service Level Agreement \(SLA\)](#)
- [Support Service Level Agreement \(SLA\)](#)
- [Consultancy services](#)
- [Design and Development](#)
- [Customer Hosted Code](#)