
A recap on the Outcomes Stars Agreement

Key information:

- Triangle are the organisation behind Outcomes Stars (our full business name is **Triangle Consulting Social Enterprise Ltd**).
- The Agreement is a legal contract between Triangle and the organisation you represent.
- We are based in the UK.
- We have all relevant insurance, including cyber insurance, and can provide evidence on request.

General information about Outcomes Stars

- To use Outcomes Stars, practitioners **must complete Core Training** and have **a licence**.
- A licence provides a login for Outcomes Star Online, **access to all published versions** of Outcomes Stars, Star PDFs stamped with your organisations licence details and ongoing implementation support to your organisation.
- Each person only needs to complete Outcomes Star training once (but we recommended further training over time.)
- Your organisation must ensure that **only people who are licensed and trained** can access and use Outcomes Stars.
- **You cannot copy, reproduce, adapt or modify any Outcomes Stars** Intellectual Property – this includes outcomes areas, Journey of Change stage names, detailed scales and the Outcomes Star visual.

Terms of the licence

- A licence term will usually start on the same day as your first day of Outcomes Star training. **Licences renew every 12 months**, unless you cancel.
- You cancel at any time but generally **refunds are not available**.
- Additional licences can be purchased during the licence term and will be charged pro rata.
- If you choose not to use Outcomes Star Online and/or you want to use Outcomes Star with **any other software**, you must **request permission** from Triangle and may need a secondary licence.
- If you cancel your licences, you will have 3 months to download all your data from Outcomes Star Online and you can decide if it is permanently deleted or fully anonymised for future research.

Terms for training

- Once training has been confirmed, if you cancel or postpone your booking:
 - **More than 16 Working Days** before the booking date, there will be **no charge**.
 - **Between 5 – 15 Working Days** before the booking date, you will be charged **50%** of the total fee.
 - **Between 1 – 5 Working Days** before the booking date, you will be charged **75%** of the total fee.
 - **Less than 1 Working Day** before the booking date, you will be charged **100%** of the total fee.
- Face to face training will include an additional fee for trainer expenses (travel, subsistence, accommodation if required.)

Data on Outcomes Star Online

- When using Outcomes Star Online, **your organisation is the data controller** and Triangle is the data processor. That means **you must define the lawful basis** on which you are collecting data from the people you support.
- Your **Account Lead is the administrator for your account** and is responsible for ensuring your organisation's use of Outcomes Star Online complies with data protection legislation and your organisation's policies.
- You accept that the application will use strictly necessary cookies to support the performance of the software.
- Triangle will only process personal data in Outcomes Star Online to fulfil our contractual obligations to you – we will never use personal data of people being supported to contact them directly or for any marketing purposes of any kind.
- Triangle have permission to use fully anonymised non-personal data from Outcomes Star Online for research purposes (you can opt out.)

Technical details about Outcomes Star Online

- It is a web application that does not require specific software to be installed. It does require a connection to the internet and a unique email address per user.
- Triangle sub-contract hosting, maintenance and development of the application to QES Ltd, a software developer based in the UK. QES are named sub-processors and **ISO27001 and ISO9001 certified**. Triangle and QES are **Cyber Essentials Plus certified**.
- All data processed by the application is stored within the UK on Microsoft Azure servers.
- Triangle provides Outcomes Star Online as is but takes all reasonable endeavour to supply the application uninterrupted, secure and error-free.
- Triangle provide a dedicated UK-based Helpdesk service and aim to respond to all support tickets within a maximum of 2 working days (it is usually same day.)

Fees

- Invoices must be paid within 30 days via BACS or Cheque.
- If invoices are not paid within 30 days, Triangle may suspend your access to Outcomes Star Online.
- Triangle may change our prices from time to time, including in line with inflation. We will contact you in advance of any price changes affecting your account.