INSOURCING ACADEMY TERMS AND CONDITIONS

Last updated: February 18, 2026

These Terms and Conditions (“Terms”) govern access to and use of the Insourcing Academy website, learning platform, and services, including our Learning Management System powered by Absorb LMS (collectively, the “Platform”).

By accessing, registering for, or using the Platform, you agree to be legally bound by these Terms. If you do not agree to, or understand these Terms, you must **not** use the Platform.

1. About Us

Insourcing Academy (“we”, “us”, “our”) is an online education provider offering business-related courses to learners internationally.

2. Eligibility and Account Registration

2.1 You must be at least 18 years old (or the age of majority in your country) to register, unless enrolled with parental or institutional consent.

2.2 You agree to provide accurate, current, and complete information when creating an account on **Insourcing Academy**.

2.3 You are responsible for maintaining the confidentiality of your login credentials and for all activities conducted through your account.

2.4 We reserve the right to suspend or terminate accounts that provide false information or violate these Terms.

3. Use of the Learning Platform

3.1 The Platform (Insourcing Academy) is provided for personal, non-transferable educational use only.

3.2 You must **not**:
Share your login credentials
Allow third parties to access your account
Attempt to copy, download, scrape, or redistribute course content
Circumvent platform security or assessment controls.

3.3 We may monitor platform usage within **Insourcing Academy** for security, compliance, academic integrity, and performance improvement purposes.

4. Courses, Assessments, and Certification

4.1 Course outlines, learning objectives, assessments, and certification criteria are described within the Platform and may be updated from time to time.

4.2 Certificates are issued only upon meeting stated completion and assessment requirements as configured in **Insourcing Academy**.

4.3 Completion of a course or receipt of a certificate does not guarantee employment, promotion, or professional accreditation, unless explicitly stated.

4.4 We reserve the right to withhold, revoke, or invalidate certificates in cases of misconduct, plagiarism, or breach of these Terms.

5. Fees, Payments, and Refunds

5.1 Course fees, payment methods, and currencies are displayed on the Platform at the time of purchase.

5.2 Payments are processed through third-party payment providers. We do not store full payment card details.

5.3 Refund eligibility, if any, is governed by our Refund Policy, which forms part of these Terms.

5.4 Access to courses may be time-limited as specified at enrollment within **Insourcing Academy**.

6. Intellectual Property

6.1 All course materials, including videos, text, assessments, graphics, trademarks, and certificates, are the intellectual property of **Insourcing Academy** or its licensors.

6.2 You are granted a limited, revocable, non-exclusive license to access course content for personal learning purposes only.

6.3 You may not reproduce, distribute, sell, sublicense, or publicly share any content without prior written permission.

7. Acceptable Use, Academic Integrity, and AI Usage

7.1 Learners must complete assessments independently unless collaboration is expressly permitted within the course settings in **Insourcing Academy**.

7.2 Use of Artificial Intelligence (AI) Tools
Unless explicitly stated within a course or assessment instructions in **Insourcing Academy** the use of generative AI tools (including but not limited to ChatGPT, Copilot, Gemini, or similar systems) to:
Generate answers to quizzes or exams
Complete graded assignments
Produce case studies, essays, or reports submitted for assessment is prohibited.

Where AI use is expressly permitted, learners must:
Use AI only within the defined scope stated in the assessment instructions
Retain responsibility for the accuracy, originality, and integrity of all submitted work
Disclose AI assistance where required by the course rules

AI tools may be used for learning support purposes only, such as:
Brainstorming ideas
Clarifying concepts
Practicing non-submitted exercises provided such use does not replace the learner's own reasoning or submitted work.

7.3 Detection and Monitoring
We reserve the right to:
Use plagiarism detection and assessment integrity tools
Review learning activity logs, timestamps, and assessment attempts recorded within **Insourcing Academy**
Investigate irregular patterns indicative of misconduct or unauthorized AI use

Insourcing Academy assessment configurations, including:
Time limits
Attempt limits
Randomized questions
Proctoring or integrity controls (where enabled) form part of our academic integrity framework.

7.4 Consequences of Misuse
Unauthorized AI use, plagiarism, impersonation, or other academic misconduct may result in one or more of the following actions, at our discretion:
Assessment invalidation or Failure
Course removal within **Insourcing Academy**
Withholding, revocation, or retraction of certificates
Account suspension or permanent termination

7.5 Certificates and Records
Certificates issued through **Insourcing Academy** reflect verified completion and assessment data recorded on the Platform.
Where academic misconduct (including unauthorized AI use) is identified after certificate issuance, we reserve the right to:
Revoke or invalidate the certificate
Update internal records and transcripts
Notify sponsoring organizations or employers where lawful and applicable

8. Data Protection and Privacy

8.1 We process personal data as per the following regulator guidelines
Data Protection Act [Chapter 12:07]
GDPR (EU General Data Protection Regulation)
POPIA (South Africa Protection of Personal Information Act)
CCPA/CPRA (California Consumer Privacy laws)

8.2 Personal data collected through **Insourcing Academy** may include identification data, contact details, learning activity, assessment results, and certification records.

8.3 We process personal data for:
Account administration
Course delivery and assessment
Certification and records
Platform analytics and improvement
Legal and regulatory compliance

8.4 Learners have rights to access, correct, delete, or restrict processing of their personal data, subject to applicable laws.

8.5 Cross-border data transfers may occur where learners access the Platform internationally. Appropriate safeguards are applied.

8.6 Full details are set out in our Privacy Policy, which forms part of these Terms.

9. Communications

9.1 By registering, you consent to receive:
Course-related notifications
System alerts from **Insourcing Academy**
Administrative and Compliance communications

9.2 Marketing communications will be sent only where permitted by law and can be opted out of at any time.

10. Platform Availability and Technical Limitations

10.1 While we aim for high availability, we do not guarantee uninterrupted access to the Platform.

10.2 Scheduled maintenance, updates, or technical issues (including **Insourcing Academy** outages) may temporarily affect access.

10.3 We are not liable for losses arising from internet connectivity issues or device incompatibility.

11. Third-Party Services

11.1 The Platform may integrate third-party tools (including **Insourcing Academy**, payment processors, analytics providers, and proctoring or content tools).

11.2 We are not responsible for third-party systems beyond our reasonable control, but we take steps to work only with reputable providers.

12. B2B and Employer-Sponsored Learners

12.1 Employer or Sponsor Enrollment
Where a learner is enrolled, funded, or sponsored by an employer, organization, government entity, or training partner ("Sponsor"), such enrollment may be administered through **Insourcing Academy** group enrollment, departments, or manager hierarchies. Sponsors may be granted limited administrative or reporting access within **Insourcing Academy** strictly for training management purposes.

12.2 Data Sharing with Sponsors
By enrolling as a sponsored learner, you acknowledge and consent that we may share the following information with your Sponsor, where applicable and lawful:
Enrollment Status
Course progress and Completion data
Assessment results (Pass/Fail, Scores where relevant)
Certification status

Such data sharing is limited to what is necessary for training oversight and compliance and is conducted in accordance with GDPR, POPIA, and CCPA requirements.

12.3 Certificates and Reporting
Certificates issued via **Insourcing Academy** may be made available to Sponsors for verification and record-keeping purposes.
Sponsors may not alter, edit, or misrepresent learner records or certificates.

12.4 Employer Policies and Training Obligations
Sponsored learners remain subject to these Terms in addition to any employer or Sponsor policies.
We are not responsible for employment-related decisions, disciplinary actions, or performance outcomes arising from course participation or assessment results.

12.5 Payments and Refunds for Sponsored Learners
Where fees are paid by a Sponsor, refund rights (if any) apply to the Sponsor, not the individual learner, unless otherwise agreed in writing.
Course access, reassignment, or substitution of learners is subject to our B2B enrollment rules and **Insourcing Academy** configuration.

12.6 Misconduct and Sponsor Notification
In cases of academic misconduct, including unauthorized AI use, we reserve the right, where lawful and appropriate, to notify the Sponsor of the outcome and any resulting actions taken.

13. Limitation of Liability

13.1 To the fullest extent permitted by law, we disclaim liability for:
Indirect or consequential losses
Loss of income, opportunity, or data
Outcomes arising from reliance on course content

13.2 Our total liability shall not exceed the fees paid for the relevant course.

14. Suspension and Termination

14.1 We may suspend or terminate access to the Platform without refund if you breach these Terms.

14.2 Upon termination, access to courses, certificates, and learning records may be revoked, subject to legal retention requirements.

15. Changes to Terms

15.1 We may update these Terms from time to time.

15.2 Continued use of the Platform after updates constitutes acceptance of the revised Terms.

16. Governing Law and Jurisdiction

16.1 These Terms are governed by the laws of Zimbabwe, without excluding mandatory consumer protections applicable in other jurisdictions.

16.2 Disputes shall be resolved through the courts of Zimbabwe, unless otherwise required by applicable law.

17. Contact Information

For questions about these Terms, Data protection, or Platform use, contact:

Email: **admin@outsourcingacademy.com**
Institution: **Insourcing Academy**

By using this Platform, you confirm that you have read, understood, and agreed to these Terms and Conditions.