

# Vidda Marketplace

## Buyer Terms of Use

Version: 1.0 Effective Date: April 9, 2026

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These Buyer Terms of Use ("Terms") govern the purchase and use of training content and related services available through the Vidda Marketplace platform ("Platform"), operated by **Vidda Solutions AS**, a company registered in Norway with organisation number 834 081 652("Vidda").

By completing a purchase on the Platform, you ("Buyer") agree to be bound by these Terms. If you are purchasing on behalf of an organisation, you confirm that you have authority to bind that organisation.

**Individual consumers** should also read **Annex E — Consumer Rights Notice**, which sets out additional rights that apply to private individuals purchasing for personal use.

**Corporate and organisational buyers** should also read **Annex D — Buyer Data Processing Agreement**, which governs the processing of your employees' and learners' personal data.

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## 1. Definitions

Term	Meaning
<b>Platform</b>	The Vidda Marketplace website, application, and related services
<b>Content</b>	Any course, webinar, recording, or training material available for purchase or access on the Platform
<b>Content Provider</b>	The independent third-party entity that created and is responsible for the Content
<b>Buyer</b>	The individual or organisation completing a purchase on the Platform
<b>Learner</b>	An individual end user who accesses or completes Content under a Buyer's account
<b>Completion Record</b>	A record generated by the Platform confirming that a Learner has accessed or completed a piece of Content

<b>Licence</b>	The right granted to the Buyer to access Content as set out in clause 4
<b>Corporate Buyer</b>	A Buyer purchasing on behalf of a legal entity, employer, or organisation
<b>Individual Buyer</b>	A natural person purchasing for personal use, not in a professional or commercial capacity
<b>Personal Data</b>	Any information relating to an identified or identifiable natural person, as defined under applicable data protection law

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## 2. Vidda's Role

2.1 Vidda operates as a **distribution and hosting platform**. Vidda is not the provider, author, or owner of the Content you purchase.

2.2 Vidda:

- Hosts and distributes Content on behalf of Content Providers
- Manages access, payments, and Completion Records
- Provides technical support for Platform access

2.3 Vidda does **not**:

- Create, review, certify, or approve training Content
- Guarantee the regulatory accuracy or adequacy of any Content
- Provide compliance, legal, or regulatory advice
- Accept responsibility for how Content is used within your organisation

2.4 All responsibility for the accuracy, currency, and regulatory correctness of Content rests with the Content Provider. Vidda's liability in connection with Content is limited as set out in clause 9.

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## 3. Account Registration

3.1 To make a purchase, you must register an account on the Platform. You agree to provide accurate, complete, and current information during registration and to keep this information updated.

3.2 You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account.

3.3 You must notify Vidda immediately at [support email] if you become aware of any unauthorised access to your account.

3.4 Corporate Buyers may create organisational accounts and assign Learner access to employees or other authorised individuals. You are responsible for ensuring that all Learners under your account comply with these Terms.

3.5 Vidda reserves the right to suspend or terminate accounts that breach these Terms or that are used fraudulently.

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## 4. Licence to Access Content

4.1 Upon successful payment, Vidda grants you a **non-exclusive, non-transferable, revocable licence** to access the purchased Content for the access period and number of seats confirmed at the time of purchase ("Licence").

4.2 The Licence is granted for **personal or internal organisational training purposes only**. You may not:

(a) Share, sublicense, resell, or redistribute access to Content to any third party outside your organisation;

(b) Download, copy, record, screen-capture, or reproduce Content except where expressly permitted by the Platform;

(c) Use Content for commercial training delivery to third parties unless a separate written agreement with Vidda permits this;

(d) Remove, obscure, or alter any copyright notices, branding, or disclaimers within Content;

(e) Use Content in any way that infringes the intellectual property rights of the Content Provider or any third party.

4.3 **Access periods** are as confirmed at point of purchase and may be:

- Perpetual access (ongoing following purchase)
- Time-limited access (e.g., 12 months from date of purchase)
- Event-based access (for live or on-demand webinars)

4.4 Where Content is withdrawn or materially updated by the Content Provider, Vidda will use reasonable efforts to notify you and, where access is affected, to offer a pro-rata credit or replacement where appropriate.

4.5 All intellectual property rights in Content remain with the Content Provider. These Terms grant you access rights only, not ownership.

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## 5. Content Validity and Updates

5.1 All Content on the Platform carries a visible creation or last-refresh date. Content is subject to a maximum validity period of **18 months** from its last substantive update.

5.2 Vidda may suspend or remove Content that is outdated, inaccurate, or no longer compliant with applicable regulations. Where this affects Content you have already purchased:

(a) Vidda will notify you by email where practicable;

(b) For time-limited licences, Vidda will extend access proportionally or offer a credit if the Content is unavailable for more than **[7 consecutive days]**;

(c) Vidda is not liable for any regulatory or compliance consequence arising from Content that was accurate at the time of purchase but has since become outdated.

5.3 **Regulated and corporate buyers** are responsible for monitoring the currency of training Content and should not rely solely on the Platform's validity indicators as a substitute for their own compliance governance.

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## 6. Completion Records

6.1 The Platform automatically generates Completion Records for each Learner who accesses or completes Content. These records include: Learner name, course title, access date, and completion status.

6.2 Completion Records are available to the Buyer through the Platform dashboard for a period of **[3 years]** from the date of completion, unless a longer retention period is agreed in writing.

6.3 Vidda's Completion Records reflect Platform activity only. They confirm that a Learner accessed Content via the Platform; they do not constitute a certificate of competence, regulatory sign-off, or guarantee of learning outcome.

6.4 Corporate Buyers are responsible for maintaining their own compliance records and should not rely exclusively on Platform-generated Completion Records for regulatory audit purposes without appropriate internal governance.

6.5 On account closure or termination of access, Vidda will provide a data export of Completion Records in a standard format upon written request, subject to clause 6.2 retention limits.

6.6 Vidda is not liable for any regulatory consequence arising from a Buyer's reliance on Completion Records in regulatory submissions or audits.

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## 7. Payment Terms

7.1 All prices displayed on the Platform are in NOK / SEK / DKK / EUR and are **exclusive of VAT** unless otherwise stated. VAT will be displayed separately at checkout where applicable.

7.2 Payment is due in full at the time of purchase. Access is granted upon confirmation of payment.

7.3 Vidda accepts the following payment methods: card, invoice, e-payments

7.4 **Corporate Buyers** purchasing above [amount] may request invoice payment terms of **[30 days net]**, subject to credit approval by Vidda.

7.5 In the event of a failed payment or chargeback, Vidda reserves the right to suspend access to Content until the outstanding amount is resolved.

7.6 All purchases are subject to applicable taxes. Corporate Buyers are responsible for self-assessing any VAT or equivalent tax obligations in their jurisdiction where the reverse charge mechanism applies.

7.7 Vidda will provide a VAT invoice or receipt for all purchases upon request.

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## 8. Refunds and Cancellations

8.1 **Individual (consumer) buyers** — your right of withdrawal and refund entitlements are set out in full in **Annex E — Consumer Rights Notice**, which prevails over this clause in the event of any conflict.

8.2 **Corporate Buyers** — purchases are generally non-refundable once access has been activated, except where:

(a) The Content is materially different from its description on the Platform;

(b) The Content is inaccessible due to a Platform error attributable to Vidda for more than **[5 consecutive business days]**; or

(c) Vidda withdraws the Content within **[14 days]** of purchase for reasons other than the Content Provider's update obligations.

8.3 Refund requests must be submitted in writing to [support email] within **[30 days]** of the relevant event. Vidda will review and respond within **[10 business days]**.

8.4 Where a refund is approved, it will be processed to the original payment method within **[14 days]** of approval.

8.5 Vidda does not offer refunds on the basis that training Content did not satisfy a regulatory requirement or examination, as the adequacy of Content for regulatory purposes is the responsibility of the Content Provider and the Buyer's own governance processes.

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## 9. Liability

9.1 **Vidda's total aggregate liability** to a Buyer under or in connection with these Terms shall not exceed the **total amount paid by the Buyer for the relevant Content in the 12 months preceding the event giving rise to the claim.**

9.2 Vidda shall not be liable for any:

- (a) Indirect, consequential, or special loss;
- (b) Loss of profit, revenue, or business opportunity;
- (c) Regulatory fine, penalty, or enforcement action arising from the use of or reliance on Content;
- (d) Loss arising from Content that was accurate at time of purchase but subsequently became outdated;
- (e) Loss arising from a Buyer's failure to maintain adequate internal compliance governance.

9.3 Nothing in these Terms limits Vidda's liability for fraud, wilful misconduct, death, or personal injury caused by negligence.

9.4 The Content Provider is solely responsible for the accuracy, adequacy, and regulatory correctness of its Content. Claims relating to Content quality or accuracy should be directed to the Content Provider. Vidda will provide reasonable assistance in facilitating such communications.

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## 10. Acceptable Use

10.1 You agree to use the Platform and Content only for lawful purposes and in accordance with these Terms.

10.2 You must not:

- (a) Use the Platform in any way that violates applicable local, national, or international law or regulation;
- (b) Attempt to gain unauthorised access to any part of the Platform or any other user's account;

- (c) Use automated tools, scrapers, or bots to access, copy, or index Content;
- (d) Misrepresent Completion Records or use records generated by the Platform in a fraudulent or misleading way in regulatory submissions;
- (e) Share login credentials with individuals not authorised under your Licence;
- (f) Use Content in any way that brings Vidda or the Content Provider into disrepute.

10.3 Vidda reserves the right to suspend or terminate access without notice for material breach of this clause.

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## 11. Data Protection

11.1 Vidda processes Personal Data in accordance with its **Privacy Policy** [link], which is incorporated into these Terms by reference.

11.2 For **Individual Buyers**, Vidda acts as a data controller in respect of your personal data (name, email, purchase history, Completion Records).

11.3 For **Corporate Buyers**, the data protection obligations governing the processing of your employees' and Learners' Personal Data are set out in **Annex D — Buyer Data Processing Agreement**, which must be accepted as part of the purchase process.

11.4 By completing a purchase, you confirm that you have read and accept Vidda's Privacy Policy and, where applicable, Annex D.

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## 12. Governance Responsibility

12.1 Training purchased through the Platform is intended to **support** your internal compliance and training governance. It does not replace:

- (a) Your organisation's own risk assessments and risk appetite framework;
- (b) Role-specific training needs analysis and mapping;
- (c) Management and board accountability for regulatory compliance;
- (d) Independent legal or regulatory advice;
- (e) Any regulatory obligation to conduct specific, approved, or accredited training programmes.

12.2 Vidda strongly recommends that regulated entities maintain internal processes for reviewing the currency and adequacy of training Content independently of the Platform's validity indicators.

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## 13. Term and Termination

13.1 These Terms apply from the date of first purchase and continue for as long as you hold an active account or active Content licences on the Platform.

13.2 You may close your account at any time by contacting [support email]. Closure does not entitle you to a refund of unused access periods unless clause 8 applies.

13.3 Vidda may terminate or suspend your account with immediate effect if you materially breach these Terms, commit fraud, or use the Platform in a way that is unlawful or harmful to other users or to Vidda.

13.4 On termination, your access to Content will cease. Clauses 4.5, 6.5, 9, 10, and 15 survive termination.

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## 14. Changes to These Terms

14.1 Vidda may update these Terms from time to time. Material changes will be notified by email or prominent notice on the Platform at least **30 days** before taking effect.

14.2 Continued use of the Platform after the effective date of updated Terms constitutes acceptance. If you do not accept updated Terms, you may close your account before the changes take effect.

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## 15. Governing Law and Dispute Resolution

15.1 These Terms are governed by the laws of [**Norway**], without regard to conflict of law principles.

15.2 For **Corporate Buyers**, any dispute shall first be referred to senior representatives of each party for good-faith resolution over **30 days**, failing which disputes shall be referred to the courts of [**Oslo / relevant jurisdiction**].

15.3 For **Individual (consumer) Buyers**, nothing in these Terms affects your right to bring a claim before the consumer dispute resolution bodies available in your country of residence. See Annex E for further details.

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## 16. General

16.1 These Terms, together with Annex D (where applicable), Annex E (where applicable), and Vidda's Privacy Policy, constitute the entire agreement between Vidda and the Buyer in respect of Platform use.

16.2 If any provision is found unenforceable, the remaining provisions continue in full force.

16.3 Vidda's failure to enforce any provision does not constitute a waiver.

16.4 Notices to Vidda under these Terms should be sent to [legal/support email]. Notices to Buyers will be sent to the email address registered on the account.

# Annex D — Buyer Data Processing Agreement (GDPR)

To the Vidda Marketplace Buyer Terms of Use Version: 1.0 | Effective Date: April 9, 2026.

This Annex applies to **Corporate Buyers only** — organisations and employers purchasing access on behalf of employees, members, or other individuals ("Learners"). If you are an individual purchasing for personal use, this Annex does not apply to you; your data rights are covered by Vidda's Privacy Policy and Annex E.

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## 1. Purpose and Legal Basis

1.1 This Data Processing Agreement ("DPA") is entered into between **Vidda AS** ("Vidda", the Data Processor) and the Corporate Buyer ("Buyer", the Data Controller) and forms part of the Buyer Terms of Use.

1.2 This DPA is intended to satisfy the requirements of **Article 28 of the GDPR** and applicable national data protection legislation in respect of Personal Data relating to Learners processed by Vidda on the Buyer's behalf.

1.3 The Buyer, as employer or contracting organisation, is the **Data Controller** in respect of its Learners' Personal Data. Vidda processes that data solely on the Buyer's instructions in order to deliver the Platform services.

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## 2. Details of Processing

Item	Detail
<b>Nature of processing</b>	Hosting, access management, delivery tracking, and Completion Record generation
<b>Purpose</b>	Delivery of training content; generation and storage of Completion Records; platform analytics
<b>Categories of data subjects</b>	Learners (employees, contractors, or other individuals authorised by the Buyer)
<b>Categories of personal data</b>	Full name, work email address, organisation name, job title (if provided), course access logs, completion status, assessment results, date and time of access
<b>Special categories of data</b>	None — Buyer must not enrol Learners in a manner that requires collection of special category data without prior written agreement with Vidda
<b>Retention period</b>	As set out in clause 7 of this DPA

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## 3. Vidda's Obligations as Processor

Vidda shall:

3.1 Process Learner Personal Data **only on documented instructions** from the Buyer (as set out in this DPA and the Buyer Terms of Use), unless required to do otherwise by EU or Member State law, in which case Vidda will inform the Buyer before processing (unless prohibited by law);

3.2 Ensure that all Vidda personnel with access to Learner Personal Data are bound by **appropriate confidentiality obligations**;

3.3 Implement and maintain **appropriate technical and organisational security measures** in accordance with GDPR Article 32, including:

- Encryption of Personal Data in transit (TLS) and at rest (AES-256 or equivalent)
- Role-based access controls limiting staff access to the minimum necessary
- Regular security assessments and penetration testing
- Incident detection and response procedures

3.4 **Not engage sub-processors** in respect of Learner Personal Data without prior written authorisation, except as listed in Schedule 1 of this DPA;

3.5 **Assist the Buyer** in responding to requests from Learners exercising data subject rights (Articles 15–22 GDPR), including rights of access, rectification, erasure, restriction, and portability, at the Buyer's cost where requests are excessive;

3.6 **Assist the Buyer** in meeting its obligations under GDPR Articles 32–36, including security obligations, breach notification, and data protection impact assessments (DPIAs) where Vidda's input is necessary;

3.7 At the Buyer's written request on termination, **delete or return** all Learner Personal Data processed under this DPA, and confirm deletion in writing, unless retention is required by law;

3.8 **Make available** all information reasonably necessary to demonstrate compliance with this DPA and allow for audits by the Buyer or its designated auditor, subject to reasonable advance notice of not less than **[30 days]** and the auditor being bound by appropriate confidentiality obligations.

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## 4. Buyer's Obligations as Controller

The Buyer shall:

4.1 Ensure it has a **valid legal basis** under GDPR Article 6 for instructing Vidda to process Learner Personal Data (e.g., legitimate interests, legal obligation, or contractual necessity);

4.2 Ensure that **Learners have been provided with appropriate privacy notices** that cover the processing activities described in this DPA, prior to their enrolment on the Platform;

4.3 **Not instruct Vidda** to collect or process special category data (GDPR Article 9) through the Platform without prior written agreement;

4.4 Maintain its own **Records of Processing Activities** (ROPA) as required by GDPR Article 30 in respect of the processing activities covered by this DPA;

4.5 Ensure that any **administrator accounts** used to manage Learner enrolment are operated only by authorised personnel and that access is revoked promptly when individuals leave the organisation;

4.6 Notify Vidda promptly if it becomes aware that any of its instructions to Vidda would cause Vidda to breach applicable data protection law.

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## 5. Learner Data Subject Rights

5.1 If Vidda receives a request directly from a Learner exercising their data subject rights (e.g., a request for erasure or access), Vidda will **forward the request to the Buyer within 5 business days**, as the Buyer is the Data Controller responsible for responding.

5.2 Vidda will provide reasonable technical assistance to help the Buyer respond within the applicable statutory timeframe (generally 30 days under GDPR).

5.3 Where a Learner requests erasure and the Buyer confirms the request is valid, Vidda will delete the Learner's Personal Data from the Platform within **[30 days]**, subject to any legal retention obligations.

5.4 The Buyer is responsible for maintaining its own procedures for handling data subject rights requests and for communicating outcomes to Learners.

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## 6. Personal Data Breaches

6.1 Vidda shall notify the Buyer **without undue delay, and in any event within 72 hours**, of becoming aware of a Personal Data breach affecting Learner Personal Data processed under this DPA.

6.2 Notification will include, to the extent available at the time:

- The nature of the breach and categories of data affected
- Approximate number of Learners affected
- Likely consequences of the breach
- Measures taken or proposed by Vidda to address the breach

6.3 The Buyer, as Data Controller, is responsible for assessing whether the breach must be notified to the relevant supervisory authority under GDPR Article 33 and to affected Learners under Article 34.

6.4 The Buyer shall notify Vidda within **48 hours** of becoming aware of any breach on its own systems that affects Learner Personal Data originating from the Platform.

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## 7. Data Retention and Deletion

7.1 **Completion Records** and associated Learner activity data will be retained on the Platform for **[3 years]** from the date of the relevant activity, after which they will be deleted or anonymised, unless a longer retention period is requested in writing by the Buyer.

7.2 **Learner account and enrolment data** will be retained for the duration of the Buyer's active account, plus **[12 months]** following account closure, unless earlier deletion is requested.

7.3 Vidda will provide a **data export** of Completion Records in a standard machine-readable format (CSV or equivalent) upon written request. Requests must be submitted before the end of the applicable retention period.

7.4 On termination of the Buyer's account, Vidda will confirm in writing within **[30 days]** that Learner Personal Data has been deleted or returned, except where retention is required by law.

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## 8. International Data Transfers

8.1 Vidda shall not transfer Learner Personal Data outside the **European Economic Area ("EEA")** without ensuring that one of the following applies:

- (a) The destination country benefits from an EU adequacy decision; or
- (b) Appropriate safeguards are in place, including **Standard Contractual Clauses (SCCs)** as adopted by the European Commission; or
- (c) Another lawful transfer mechanism under GDPR Chapter V applies.

8.2 Where SCCs are relied upon, they are incorporated by reference into this DPA and available to the Buyer upon request.

8.3 Details of any international transfers, including the mechanism relied upon, are documented in Schedule 1 of this DPA.

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## 9. Sub-Processors

9.1 The Buyer grants Vidda general written authorisation to engage the sub-processors listed in **Schedule 1**.

9.2 Vidda will impose data protection obligations on all sub-processors equivalent to those in this DPA by written contract.

9.3 Vidda will notify the Buyer of any **addition or replacement** of sub-processors by updating Schedule 1 with **30 days' prior notice**. The Buyer may object to a new sub-processor on reasonable data protection grounds within 14 days of notice.

9.4 If the Buyer objects and Vidda cannot accommodate the objection, either party may terminate the relevant service on **30 days' written notice**.

9.5 Vidda remains liable to the Buyer for the performance of sub-processors' data protection obligations under this DPA.

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## 10. Governing Law

This DPA is governed by the same governing law as the Buyer Terms of Use and shall be interpreted in accordance with GDPR as applicable in [Norway / relevant EEA jurisdiction].

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## Schedule 1 — Approved Sub-Processors

*Vidda shall maintain and update this schedule. Buyers will be notified of changes per clause 9.3.*

Sub-Processor	Location	Purpose	Transfer Mechanism
AWS	EEA, Ireland	Infrastructure and data hosting	[Adequacy / SCCs]
Stripe	EEA, Ireland	Payment processing	[SCCs / Adequacy]
Amplitude	[specify]	Platform usage analytics	[SCCs]
Office 365	EEA	Transactional email	[SCCs]

*Last updated: April 9. 2026*

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## Buyer Acceptance

By accepting these terms during the purchase process, the Corporate Buyer confirms that:

- I am authorised to accept this DPA on behalf of my organisation
- My organisation is the Data Controller for the Learner Personal Data described in this DPA
- My organisation has provided, or will provide, appropriate privacy notices to Learners prior to enrolment
- I accept the sub-processors listed in Schedule 1

**Organisation name:** \_\_\_\_\_

**Authorised signatory:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Annex E — Consumer Rights Notice

For Individual (Consumer) Buyers Only To the Vidda Marketplace Buyer Terms of Use  
Version: 1.0 | Effective Date: April 9, 2026

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This notice applies to you if you are a **private individual purchasing training content for personal use**, and not in the course of a business, trade, or profession. If you are purchasing on behalf of an organisation or employer, the Buyer Terms of Use and Annex D apply instead.

This notice sets out your rights under the **EU Consumer Rights Directive (2011/83/EU)**, the **Norwegian Consumer Contracts Act (forbrukerkjøpsloven)**, and other applicable consumer protection legislation.

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## 1. Who You Are Contracting With

You are entering into a contract for the supply of digital content with:

**Vidda AS** [Registered address] Organisation number: [ORG NO] Contact email: [support/legal email] Telephone: [number]

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## 2. Your Right of Withdrawal (Cooling-Off Period)

### 2.1 General Rule

Under applicable consumer law, you have the right to withdraw from a distance contract for digital content **within 14 calendar days** of the date of purchase ("cooling-off period"), without giving any reason.

### 2.2 Waiver of Withdrawal Right for Immediate Access

Where you request **immediate access** to digital content (i.e., you begin accessing the course or webinar before the 14-day cooling-off period expires), you will be asked to **explicitly consent** to the following at the point of purchase:

*"I request immediate access to this digital content and I acknowledge that by starting to access the content, I lose my right of withdrawal under consumer law."*

- **I confirm I want immediate access and I understand this means I waive my 14-day right of withdrawal once I begin accessing the content.**

## 2.3 If You Do Not Waive

If you do not consent to waiving your right of withdrawal, your access to the Content will not be activated until the 14-day cooling-off period has expired.

## 2.4 How to Exercise Your Right of Withdrawal

If you wish to withdraw within 14 days and have not yet accessed the Content, you may do so by:

- Sending an email to **[support email]** with the subject line "Withdrawal Request — [Order Number]"
- Using the withdrawal form below (optional but recommended)
- Contacting us by post at the address above

You do not need to give a reason for withdrawal.

## 2.5 Effect of Withdrawal

If you validly exercise your right of withdrawal:

- Vidda will reimburse all payments received from you, including any delivery costs, within **14 days** of receiving your withdrawal request
- Reimbursement will be made using the same payment method you used for the original transaction, unless you expressly agree otherwise
- No charge will be made for the reimbursement

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## 3. Model Withdrawal Form

*You may use this form to exercise your right of withdrawal. It is not mandatory — an email is sufficient.*

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To: Vidda AS, [address], [email]

I/We () hereby give notice that I/We () withdraw from my/our (\*) contract for the supply of the following digital content:

Ordered on: \_\_\_\_\_

Order number: \_\_\_\_\_

Name of consumer(s): \_\_\_\_\_

Address of consumer(s): \_\_\_\_\_

Signature (only if submitted on paper): \_\_\_\_\_

Date: \_\_\_\_\_

(\*) Delete as appropriate.

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## 4. Refund Policy

### 4.1 Within the Cooling-Off Period (Content Not Accessed)

If you have not yet accessed Content and request a withdrawal within 14 days of purchase, you are entitled to a **full refund**.

### 4.2 After Waiver or After 14 Days

Once you have accessed Content (and have waived your withdrawal right), or once the 14-day cooling-off period has expired without a withdrawal request, refunds are only available where:

- (a) The digital content is **defective** — i.e., it does not conform to what was described on the Platform at the time of purchase;
- (b) The Content is **inaccessible** due to a Platform fault attributable to Vidda for more than **[5 consecutive business days]**;
- (c) Vidda **withdraws the Content** within **14 days** of your purchase for reasons unrelated to the 18-month content validity rule.

### 4.3 What "Defective" Means

Digital content is considered defective if it:

- Does not function as described (e.g., video will not play, assessments do not load)
- Is materially different in substance from its Platform description
- Is not of the quality a consumer can reasonably expect given the description and price

The following are **not** grounds for a refund under the defective content policy:

- The Content did not satisfy a regulatory requirement or examination
- The training did not meet your personal expectations of depth or style
- You purchased the wrong course by mistake (though Vidda may offer goodwill assistance in such cases)

### 4.4 How to Request a Refund

Submit your refund request in writing to **[support email]** within **[30 days]** of the relevant event. Include your order number and a description of the issue. Vidda will respond within **[10 business days]**.

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## 5. Conformity of Digital Content

5.1 Vidda warrants that the Platform will provide access to the purchased digital content as described at the time of purchase.

5.2 Vidda does not warrant that:

- The Content will satisfy any specific regulatory or compliance requirement
- The Content is suitable for any particular professional purpose
- The Content will be available without interruption (though Vidda uses reasonable efforts to maintain availability)

5.3 Where digital content does not conform to the contract, you are entitled to:

- Vidda bringing the content into conformity (e.g., restoring access)
  - A proportionate price reduction if conformity is not possible within a reasonable time
  - A full refund in cases where conformity cannot be achieved
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## 6. Your Data Protection Rights

6.1 Vidda processes your personal data as **Data Controller**. Your personal data is used to:

- Manage your account and purchase history
- Deliver access to purchased Content
- Generate and store your Completion Records
- Send transactional communications (receipts, access confirmations)
- Comply with legal and regulatory obligations

6.2 The legal basis for processing is:

- **Contract performance** (GDPR Art. 6(1)(b)) — for account management and content delivery
- **Legal obligation** (GDPR Art. 6(1)(c)) — for tax and record-keeping requirements
- **Legitimate interests** (GDPR Art. 6(1)(f)) — for platform security and fraud prevention

6.3 **Your rights under GDPR include:**

**Right**

**What it means**

<b>Access</b>	You can request a copy of the personal data Vidda holds about you
<b>Rectification</b>	You can ask us to correct inaccurate data
<b>Erasure</b>	You can ask us to delete your data (subject to legal retention obligations)
<b>Restriction</b>	You can ask us to limit how we use your data in certain circumstances
<b>Portability</b>	You can request your data in a structured, machine-readable format
<b>Objection</b>	You can object to processing based on legitimate interests
<b>Withdraw consent</b>	Where processing is based on consent, you can withdraw it at any time

6.4 To exercise any of these rights, contact **[data protection email or DPO contact]**. Vidda will respond within **30 days**.

6.5 If you are unsatisfied with how Vidda has handled your personal data, you have the right to lodge a complaint with:

- **Datatilsynet** (Norwegian Data Protection Authority): [www.datatilsynet.no](http://www.datatilsynet.no)
- The supervisory authority in your country of residence within the EEA

6.6 Your personal data is retained for as long as your account is active, and for **[3 years]** following account closure for legal and record-keeping purposes, after which it is deleted or anonymised.

6.7 Vidda does not sell your personal data to third parties. Vidda uses sub-processors (hosting, payment, email) to deliver its services; details are set out in Vidda's full Privacy Policy [\[link\]](#).

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## 7. Complaints and Alternative Dispute Resolution (ADR)

7.1 If you have a complaint about a purchase or the Platform, please contact Vidda first at **[support email]**. Vidda will acknowledge your complaint within **[3 business days]** and aim to resolve it within **[15 business days]**.

7.2 If your complaint is not resolved to your satisfaction, you have the right to use an **Alternative Dispute Resolution (ADR)** scheme. In Norway, individual consumers may refer unresolved disputes to:

**Forbrukerrådet (Norwegian Consumer Authority)** Website: [www.forbrukerradet.no](http://www.forbrukerradet.no)  
Telephone: 23 400 500

**Forbrukertilsynet (Consumer Authority)** Website: [www.forbrukertilsynet.no](http://www.forbrukertilsynet.no)

7.3 The European Commission's **Online Dispute Resolution (ODR)** platform is available for EU-resident consumers at: <https://ec.europa.eu/consumers/odr>

7.4 Vidda is [not currently / is] registered with an ADR provider. [If registered: details of ADR provider and process.]

7.5 Nothing in these Terms prevents you from bringing a claim before the courts of your country of residence.

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## 8. Governing Law

These consumer rights are governed by Norwegian law and, where applicable, the law of your country of habitual residence within the EEA. Nothing in the Buyer Terms of Use removes or limits rights you have under mandatory consumer protection legislation in your country of residence.

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## Pre-Purchase Confirmation (Consumer Buyers)

Before completing your purchase, please confirm:

- I am purchasing as a private individual for personal use (not on behalf of a business)
- I have read and understood my right of withdrawal as set out in this notice
- **[If requesting immediate access]** I request immediate access to this digital content and I understand that by beginning to access the content, I waive my 14-day right of withdrawal
- I have read Vidda's Privacy Policy and understand how my personal data will be used
- I accept the Buyer Terms of Use and this Consumer Rights Notice