**TERMS & CONDITIONS**

**1. COLLECTION**

In order to collect the documents submitted on our premises you must produce your British Council request form and your ID card. In the event that the documents are to be collected by someone on your behalf (i.e. on the behalf of the certificate holder), then your representative must produce both his/her ID card and the British Council request form along with the pre-printed authorisation form signed by you so that there is proof that you have authorised them.

**2. AUTHORISATION FORM**

If you wish to authorise someone to collect the documents on your behalf, you must fill in and sign the below authorisation form and return it to customer services staff by the date of delivery of the documents. If you wish to email the authorisation form, please send it to info@britishcouncil.org.mk. The British Council reserves the right not to accept email authorisations in the event that the identity of the certificate holder who sent this email is hard to prove.

**3. IDENTIFICATION**

Both you and your representative must prove your identity by means of an ID card/passport/driving license or other document of equivalent value. Documents concerning non-adults (minors) can be given to the minors or to their parents unless an appeal has been submitted by the custodian.

**4. PAYMENT**

If documents are submitted on the British Council premises, payment od MKD1,800 per document, is made by a bank transfer to our account. Our bank account is 300000001838574 at Komercijalna banka. Our working hours are Mondays to Fridays between 10:00 – 14:00. Cancellation of orders is accepted when notice is given within the same day of the submission of the documents and the next working day.

**5. DATA PROTECTION**

The British Council keeps records of your personal information according to Data Protection legislation (L.2472/1997) in force. The information shall be processed only and to the extent required for the verification and translation of the submitted documents and for statistical reasons. The British Council may pass this information on to other educational institutions in UK who need it to help us with your verification of your documents. By giving us information about yourself, you expressly consent to us using that information where necessary for the above purposes. You have the right to ask for the correction of any inaccuracy or the writing off of your personal information or for a copy of the information we hold on you, for which we may charge a fee, by contacting our office in Skopje, bul. Goce Delcev 6 or by sending an email at [info@britishcouncil.org.mk](mailto:info@britishcouncil.org.mk)

**6. POSSIBLE DELAY**

The British Council holds no responsibility for any delay caused by the education institutions in the UK involved as far as the verification of the documents submitted is concerned. In the event of a delay, customer services staff will contact you and inform you of the new collection date.

**7. IRREGULARITIES**

The British Council reserves the right to forward the documentation submitted to the UK institution concerned for further analysis in the event that the document data does not correspond to the data we hold or in the event of any irregularities. In that case you will be duly notified.

**9. RETENTION DATE**

In the event that the documents submitted for verification and/or translation are not collected by the delivery date agreed upon, then it is agreed that the British Council may destroy them 1 in year after the date of the initial submission.

**10. GOVERNING LAW & JURISDICTION**

This Agreement will be governed and construed in accordance with the Macedonian laws and any dispute possibly arising will be governed by the Macedonian courts.

The British Council uses its best endeavors to ensure the safety of the documents and data submitted to it by its customers, however, it does not accept any responsibility for any loss or damage to such documents or data resulting from natural disasters, acts of God or any other cause beyond its reasonable control. Therefore, customers should at all times maintain adequate copies of the documents and data submitted to the British Council.

I have read and understood and accept the terms and conditions specified in this agreement and I consent to the British Council keeping my personal information only for the verification and certification of the educational documents submitted according to the Data Protection legislation in force.

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I am not be able to collect the submitted documents myself, I hereby authorise:

Surname:



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To collect the documents mentioned above on my behalf.