

Education Services Datasheet

The following information in this Datasheet applies when purchasing Collibra Education Credits, Premium Education subscriptions, and Collibra Certification Exams ("**Education Services**").

1. Course Materials

As part of Education Services, Customer may be provided with documentation or materials, whether printed or made available online in any medium, in relation to the course, as well as content in the private training courses, public training courses, certification exams or eLearning courses hereunder, including customized material ("**Course Materials**"). Collibra grants Customer a limited, revocable, non-exclusive, non-transferable license to use the Course Materials pursuant to this Datasheet for the purposes described herein. For clarity, Collibra shall own all rights, titles, and interests, and all intellectual property rights to any Course Materials, and Collibra reserves the right to change the course content of any course at any time and without notice.

Booking a Collibra course gives Customer the right to receive, possess, and use the Course Materials associated with the relevant training course booked and use the attendance of such training course as a record of information for the term of the Education Services, provided that only the participant of the relevant training course may make such use of them.

Except as expressly set out in this Datasheet, Customer and/or its employees (or any other participant attending a training course or enrollees in an eLearning course on Customer's behalf or on Customer's account) will:

- not record on video or audio tape, relay by videophone or other means the delivery of any course;
- not copy the Course Materials except where such copying is incidental or necessary for the purposes of completing the relevant eLearning course or training course;
- not rent, lease, sub-license, loan, translate, merge, adapt, vary or modify the Course Materials;
- not alter, or modify, the whole or any part of the Course Materials, nor permit the Course Materials or any part of them to be combined with, or become incorporated into, any other materials;
- supervise and control the use of the Course Materials and ensure that they are used as permitted;
- include any copyright notice of Collibra on all entire and partial copies Customer may make of the Course Materials on any medium; and
- not provide or otherwise make available the Course Materials in whole or in part, in any form to any person without prior written consent from Collibra.

2. Education Services delivery

Collibra provides Education Services under the following delivery methods:

- **Instructor-led training:** Instructor-led training (ILT) refers to courses facilitated live by an instructor. Instructor-led training course descriptions are defined on Collibra's [Education dashboard](#) ("**Education dashboard**"). These courses are available in two formats:
 - o **On-site training:** Collibra offers on-site private instructor-led training classes to its customers, where the trainer and trainees' physical presence is required. On-site training is traditionally delivered at a location selected by Customer.
 - o **Virtual training:** Collibra offers public and private virtual training classes in which the trainer and trainees attend remotely from any location on defined dates and times, using virtual technology provided by Collibra.
- **eLearning:** Customer can access and complete the course online at their own pace. A Collibra user account is required to access the Course Materials. Collibra's e-learning courses are available on the [Collibra University](#) website ("**Collibra University**").

3. Private Training Courses

Private training courses are not task- or deliverable-oriented project work, but rather consultative in nature. Private training courses can be held on-site or virtually, can be scheduled through the Education dashboard, and are subject to Collibra personnel availability. Private training courses follow a predefined syllabus and are not customized unless previously agreed upon with Collibra's training team.

Collibra shall provide Course Materials necessary for the private training courses including:

- Electronically delivered materials
- A cloud-based training instance of the Collibra product (no support shall be provided for this training instance)
- Attendee access to the Collibra Platform training instance will persist for 14 days from the start date of the training course
- Attendee access to the Data Quality training instance will be restricted to the day of training

Private training sessions have a flat cost and can accommodate up to a maximum of 15 participants per session.

The attendance list of a private training course should be provided to the training instructor at least five business days before the start of training. The attendance list may be updated but must be finalized one business day before the start of training.

4. On-site training requirements

All on-site training must be scheduled by Customer in accordance with laws and regulations for employee working and travel hours. Collibra reserves the right to choose whether on-site training will be provided.

Customers shall be responsible for providing the following:

- A private room with enough seating for attendees
- Reliable internet connection for attendees and instructor
- Projector
- All access needed for the trainer to come on-site to Customer and gain internet access
- Travel expenses shall be billed monthly in arrears directly to Customer, in accordance with Collibra's standard travel and expense policy.
- Any and all catering of meals

5. Public Training

Public training courses are limited in scope as pre-defined by Collibra. Collibra shall provide learning materials necessary for the training including:

- Electronically distributed materials
- a cloud-based training instance of the Collibra product (no support shall be provided for this training instance).
- The dates and locations for public training courses will be made available on the [Collibra University](#) website and the Education dashboard

Public training registration is done per person, and enrollment is limited. Designated participants may not share their registration details with others.

6. Education course requirements

Customer shall be responsible for providing the following:

- **Internet connectivity:** If Customer enrolls in eLearning, registers for public training, or schedules private virtual training, Customer agrees that the course will be provided via the internet, which may be subject to periodic interruptions beyond the control of either party. Collibra is not responsible for network connectivity issues on Customer's site or computer(s). Customer is responsible for its own access to the internet and the interruption of this access or any general internet outage shall not be considered a failure by Collibra to provide the course.
- **System configuration:** Collibra is neither responsible for configuring Customer's computer(s), nor supporting the software needed to run the course. Collibra is also not responsible for any impact the software may have. Collibra will offer guidance but shall not be responsible for any hardware or software modification or alteration. For an additional fee, Collibra can offer a virtual machine for attendees who cannot download the necessary software.

7. Custom Training

"Custom Training" means a single, specific project where a custom video or instructor-led training course is created by Collibra to aid in Collibra training. An outline of the custom content will be defined and agreed to by Collibra and Customer. Customer must agree to the outline, scope, timeline, and details of the project via email before the project can begin. This scope does not include updating or supporting the final deliverable once Collibra has completed the handoff. If Customer needs additional or updated custom courses or videos, a new Custom Training project will be required.

8. Virtual Labs

Use of Collibra's Virtual Labs is for training purposes only, without any right to redistribute. Collibra Virtual Lab, and all information and materials contained therein, constitute "Content" under the [Collibra Website Terms of Use](#). Any user's access to and use of Collibra Virtual Lab is pursuant to the [Collibra Website Terms of Use](#) and not any underlying commercial agreement between Customer and Collibra.

9. Education Credits

Education Credits can be used for instructor-led training course sessions, training Course Material adjustments, Custom Training or virtual machines for those attendees who cannot download software (if applicable). Collibra reserves the right to determine which training courses are eligible for adjustment and the extent to which they are adjusted.

Customer must have the required number of Education Credits available for use before booking training or starting Custom Training projects. If Customer does not have the correct number available, Education Credits must be purchased. All Education Credits must be used prior to the Education Credit expiration date.

For Custom Training, Education Credits for the entire project must be available before the project can begin. All Custom Training final deliverables must be completed prior to the Education Credit expiration date.

10. Premium Education

"Premium Education" refers to a Collibra University subscription that allows Customer to select user(s) ("**Subscriber(s)**"), who will have access to Collibra Virtual Labs, unlimited registration for public training events, two free attempts at each proctored certification exam via a discount code, and Premium events. Subscriber access is limited to the subscription period(s) purchased. Upon subscription expiration, Subscriber access will no longer be available.

Collibra reserves the right to determine which courses are provided and the right to update the Premium Education subscription offering as needed.

11. Certifications

Collibra offers role-based certification exams to customers, partners, and employees who wish to prove their Collibra expertise. Collibra-certified individuals will receive a certificate and digital badge. Completion of any education courses by attendees does not guarantee any certifications. Attendees must pass all Collibra certification exams to become Collibra-certified. Collibra offers three certification exam types: non-proctored multiple-choice exams, proctored multiple-choice exams, and scenario-based practical exams.

Non-proctored exams are accessible via certification paths for Premium Education Subscribers on Collibra University. Others can request certification exam enrollment via email to certification@collibra.com.

Proctored exams can be found on Collibra University. Collibra's proctored certification exams leverage our third-party testing platform, Certiverse. Each exam has an associated cost that the user will be required to pay prior to booking the exam. Partner exam prices will automatically reflect a discount based on the Collibra Partnership Program benefits. Premium Education Subscribers' exam prices will also automatically reflect pricing based on the subscription offering. Collibra will not issue refunds for failed or passed exams.

Proctored exams are private and monitored. Users are not permitted to use their cellular device, notes, receive help from others, view other windows while taking the exam, or engage in any behavior that could be considered cheating or suspicious. Violating any of these rules will result in an immediate and automatic failure. The proctoring requires an active camera and leverages an AI service provider through our third-party testing platform, Certiverse. The candidate will be required to provide a copy of their government-issued ID prior to taking the exam.

For multiple-choice exams, test-takers are restricted to two attempts per certification exam. After two failed attempts, the test-taker will be prevented from attempting the certification exam again for at least one month. To request a third attempt, the test-taker can email certification@collibra.com. Collibra reserves the right to approve or deny additional exam attempts for any reason.

Scenario-based certification exams can be requested via Collibra University or via email to certification@collibra.com. Exam enrollment is limited to users who meet the specified requirements. Scheduling is handled on a first-come, first-serve basis. Applicants who meet the requirements will be added to the waitlist and will receive communication prior to exam enrollment. Test-takers will be provided two opportunities to submit their scenario-based exam for a passing result. Test-takers who do not pass after the second submission can request to be added back to the waitlist.

12. Payment

Except as otherwise provided herein, Education Credits and Premium Education Subscriptions purchased hereunder are non-cancelable and non-refundable. Credits and Subscriptions are valid only during the year they are allocated to on the Order unless otherwise stated. Training courses must be booked through the Education dashboard before the expiration of credits. All training courses must conclude no later than 90 days after the Education Credit expiration date.

Certification exams can be paid via credit card through our third-party testing platform, Certiverse.

Customer is solely responsible for any and all expenses incurred in connection with Collibra travel to the on-site training, including, without limitation, hotel, rental car, meals, travel and taxes, and any incidental expenses.

13. Transfers and Cancellations

Premium Education Transfers: Subscriptions may only be transferred from one user to another once during the subscription's lifetime and only when the previous subscriber leaves or changes roles within the paying organization. Any exception to this rule requires Collibra's prior written approval.

Public Training Transfers:

- Training participants may transfer their registration from one public training course to another up to 5 business days prior to the original training course date. Only one transfer by any participant may be made.
- Customers leveraging Education Credits may switch public training course participants up to 5 business days prior to the training course date. Only one transfer of any participant may be made.
- Premium Education Subscribers may not transfer their public training enrollment to another person.

Private Training Transfers: Private Training courses cannot be transferred.

Training Cancellations:

- All cancellations must be made no later than 5 business days before the start of the training course; and
- Collibra will only accept cancellations that are made in writing by email or directly at Collibra's Education dashboard.

If Customer fails to attend a training course, or cancels within the 5 business days prior to the start of such training course, no refund will be provided.

Collibra reserves the right to cancel a training course at any time, without incurring any additional liability. In such circumstances, Collibra will offer alternative dates, a full refund, or a credit at Collibra's sole discretion.

14. Personal data and data sources

Any personal data received by Collibra as a result of Education Services will be processed in accordance with the [Collibra Privacy Policy](#). Training organizers that provide training attendee personal data may request attendance records for individuals within their organization. Collibra University users' course completion data will only be shared with their organization if the individual has consented. Any data sources provided by Collibra are artificial (i.e. the data consists of "dummy data").

15. Honor Code Pledge

Collibra Education Services is dedicated to equipping every data citizen with the knowledge and skills to make strategic decisions and cultivate trustworthy data practices. We achieve this by providing engaging and timely learning experiences designed to transform behavior and build lasting impact within the data profession.

To ensure the effectiveness of our programs, Collibra Education Services requires honesty and academic integrity, as articulated in the Honor Code that follows.

By participating in Collibra Education Services, I affirm my commitment to academic integrity and agree that I will:

- Complete all exams, review questions, and assignments independently, unless explicit collaboration or assistance is permitted.
- Submit all required documents and materials honestly and as instructed.
- Maintain the security and exclusivity of my individual user account, refraining from sharing credentials or creating multiple accounts.
- Act with integrity in all assessments, refraining from any activity that would dishonestly enhance my own results or unfairly impact the results of others.
- Refrain from sharing solutions to problems used for performance assessment.
- Respect Collibra's intellectual property by not copying or distributing course materials, exam or assessment questions, or any other proprietary content.

If you are found in violation of the Terms of Service or Honor Code, you may be subject to one or more of the following actions:

- Receiving a zero or no credit for an assignment
- Having any certificate earned in the course withheld or revoked

- Being unenrolled from a course
- Termination of your use of Collibra Education Services as defined below.

16. Termination

Collibra shall be entitled to terminate and cease to provide you with any Education Services with immediate effect in the event that Customer (including Customer employee or participants in a training course as applicable):

- fails to pay any fees or reimbursable expenses when due;
- acts in an aggressive, bullying, offensive, threatening or harassing manner towards any employee of Collibra, any instructor who provide the training courses or any participant who attends any training course;
- cheats or plagiarizes any work which participants are required to prepare or submit in connection with the training course or eLearning course or during any examination taken in connection with the training course or eLearning course;
- steals or acts in a fraudulent or deceitful manner towards Collibra or Collibra's employees or any other students who may be on Collibra's premises or attending training courses or eLearning courses;
- intentionally or recklessly damages Collibra's property or the property of Collibra's employees or other participants attending training courses or eLearning course;
- are intoxicated through alcohol or illegal drugs while attending a training course;
- commit any criminal offense while on Collibra's premises or where the victim is Collibra's employee or participant in a training course;
- is otherwise in breach of this Datasheet.

Actions may be taken at the sole discretion of Collibra. You will be notified if a determination has been made that you have violated this honor code and you will be informed of the corresponding action to be taken as a result of the violation.

17. Miscellaneous

Although Collibra aims to provide industry-standard education services, Collibra does not guarantee that Customer will obtain a particular result, professional qualification, or employment opportunity from purchasing and completing any Education Services, and Collibra makes no warranties, express or implied, in this Datasheet. Neither Collibra nor its trainers are liable for any inaccuracy or misleading information provided as part of Education Services or Course Materials, or any reliance on any such information.

Collibra's total liability arising from or in connection with this Datasheet, Education Services or the delivery of any training course (and whether the liability arises because of breach of contract, negligence or for any other reason) shall be limited to the amount of fees received by Collibra in connection with the relevant training course in relation to which a dispute has arisen.

Collibra reserves the right to review and update this Datasheet periodically at its sole discretion.