

## **The code of conduct for introducing an educational solution on the Education Estonia website**

The education solution provider has the obligation to:

- 1.1 Provide a quality educational solution.
- 1.2 Provide interested parties and customers with correct, accurate and legal information and advice about their educational solution.
- 1.3 Provide an educational solution in which they are competent and which is legally permitted to be provided. If it is legally necessary (required by law), to ensure that there is a valid activity license to provide the educational solution. If the activity license has been suspended, revoked or expired, the education solution provider must immediately notify the Education Estonia team thereof and the provision of the education solution will be terminated on the Education Estonia website.
- 1.4 Comply with all relevant personal data protection laws and handle all customer data carefully and in accordance with applicable laws and regulations.
- 1.5 Take care of one's good reputation both online, as well as outside of the online environment.
- 1.6 Answer inquiries as soon as possible and follow good practice.
- 1.7 Introduce educational solutions not only on the Education Estonia website but also on its website and other channels. Ensure that the information provided on the website is unambiguous.
- 1.8 Keep up to date with the main innovations of Education Estonia and cooperate with the Education Estonia team.
- 1.9 Participate in meetings, research and brainstorming events organized by the Education Estonia team and monitor, among other things, Education Estonia communication channels for up-to-date information.
- 1.10 Submit the report of the education solution provider to the e-mail address of the Education Estonia project manager regarding the following performance indicators: turnover of the organization, including export turnover, number of users in Estonia and international markets.
- 1.11 Inform the Education Estonia team immediately of any difficulties related to interested parties and customer service.
- 1.12 In the case of a complaint, handle the complaint with special care and provide the necessary answers quickly and accurately.
- 1.13 It is forbidden to register domain names that may give the false impression that they are the official website of the Education Estonia project (e.g., educationestonia.com/net/org/ee/eu, etc., or other combinations with the words Education Estonia).
- 1.14 Ensure that, in the case of a breach by the educational provider of any requirements set out in the Code of Conduct and/or other applicable legislation and/or the sharing of false information and/or tax arrears and/or failure to report and/or file a complaint, he/she shall make every effort to remedy the violation immediately. Is aware that in case of the above violations and/or if there is no permission to provide an educational solution due to legislation, the Education Estonia team may suspend the provision of the educational solution presentation service on the Education Estonia website or terminate the contract.