



## **THE UNIVERSITY OF THE WEST INDIES**

**ST. AUGUSTINE, TRINIDAD AND TOBAGO, WEST INDIES**

### **Online Payment Facility**

*Updated August 2015*

The University of the West Indies St. Augustine Campus (the "University") is pleased to offer our registered students of the University the option to make secure on-line payments of specific University fees using our Online Payment Facility.

A registered student may access the Online Payment Facility by logging into the Student Portal using his/her ordinary student credentials and visiting the mySecure area of the Portal.

Through the mySecure area of the Portal and the Online Payment Facility, students can pay to the University the following fees:

1. Tuition
2. Hall Fees
3. Compulsory Fees
4. Medical charges owed to the University for hospitalisation

In addition to making the above stated online payments, students may also view invoiced amounts, as well as access a log of all payments made to the University.

A student's use of the Online Payment Facility is governed by the following Terms and Conditions. Accordingly, please ensure that you read the below Terms and Conditions of use before attempting to make any payments using the Online Payment Facility.

Should you choose to use the Online Payment Facility to make any payment to the University, such use of the Online Payment Facility shall indicate an acceptance of the said Terms and Conditions.

### **Terms and Conditions**

### **Fees and Payments**

1. The purpose of the Online Payment Facility is to allow students to make certain University payments directly to the University. The Online Payment Facility also allows for a third party to make payments on behalf of a student. For the purposes of this document “a student” is defined as a person registered for an academic program with the University.”
2. Payments may only be made via the following approved credit cards: **VISA** or **MasterCard**.
3. All prices quoted are in TT dollars. Any costs associated with currency conversions or any other charges incurred in making a payment or processing a refund shall be for the account of the student or the person making the payment on his/her behalf. Any such costs/charges shall not be deductible from the relevant fees due to the University.
4. Upon a successful payment, the person making the payment shall be issued a transaction number which serves as a record of the transaction. This transaction number should be retained as confirmation of the payment made. The student will also receive an email receipt for the payment, which must be printed and submitted to Student Accounts, Bursary, together with the student’s other registration documents.
5. All payments made to the University through the Online Payment Facility will be reflected on the student’s account within 24 hours.
6. Payments made will be applied to the student’s account in accordance with the details submitted electronically. The University will not be liable where a payment does not reach the correct student account due to the entering of incorrect details by either the student or a third party making the payment on behalf of the student.
7. The University will not be liable where a payment is refused or declined by the relevant bank/credit card supplier for any reason. Further, if the bank/card supplier declines a payment, the University will be under no obligation to bring this fact to the student’s attention. The student or the third party making the payment on behalf of the student should check with his/her bank/credit card supplier to ensure that the payment has been deducted from the relevant account.
8. While the University will make every effort to ensure that the information contained in the Online Payment Facility with respect to University fees is accurate at the time of publication, the University cannot warrant with certainty that the said information will always be 100% accurate. The definitive amount of fees due may however at any time be confirmed by Student Accounts, Bursary.
9. Where an error is discovered in the information published in the Online Payment Facility and such error affects payment made by a student, the

Bursary will promptly notify the student upon becoming aware of such an error and where applicable, the correct fee shall thereafter become payable by the student.

10. In the event that there is an overpayment made, the student should complete a "Student's Request Form" and submit it, together with the email receipt of the transaction to Student Accounts, Bursary so that any applicable refund may be processed. The Student Request Form is available on line.

### **Service Provider**

11. Payments are not collected by the University directly but by the third party service provider, TouchNET Information Systems Inc. (the "Service Provider").
12. Once payment is received by the Service Provider in cleared funds, the Service Provider will contact the University to confirm the details of the successful payment made.
13. The Student shall remain responsible for all fees until full payment has been received and accepted by the University, including any outstanding amounts owed by the student.

### **Limitation of Liability**

14. To the extent permitted by the law neither the University nor its third party Service Provider will be liable for any loss or damage whatsoever, arising from or in connection with the use, inability to use, or the results of use of this site, any websites linked to this site, or the materials or information contained at any or all such sites.
15. Nothing in these Terms and Conditions shall exclude or limit the University's liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation

### **Data Security**

16. All financial, personal and/or otherwise sensitive data/information entered via the Online Payment Facility is encrypted when the student or the third party making a payment on a student's behalf submits it. Additionally, all communications to and from the Service Providers' website are also encrypted.
17. The University shall not be liable for any failure by the student or any third party to properly protect data from being seen on screen by other

persons or otherwise obtained by such persons, either before, during or after the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

### **Privacy and Data Protection**

18. As a matter of importance, the University is committed to respecting and protecting the privacy of its students and third party users of its Online Payment Facility. The University will only use information entered via the Online Payment Facility for the following purposes:
  - i. Administration of your payment and maintenance of your account with the University.
  - ii. To contact you about payments you have made
  - iii. Prevention of fraud
  - iv. Debt recovery
19. The University may only share information entered on its Online Payment Facility with a third party where it relates to the purposes mentioned in 18. i-iv above. The University will not otherwise sell, license, trade or disclose a person's personal information to others. Further, the University does not provide personal information to direct marketing companies or other such organizations and neither will the University store any credit card information after payments have been processed.
20. For more information on how the University treats with data privacy, security and protection, please see the University's Data Security and Confidentiality Policy.

### **General Terms and Conditions**

21. In using the Online Payment Facility each student or third party user warrants that he/she shall only use debit/credit cards in which he/she is authorized to use.
22. Payments made via the Online Payment Facility does not on its own indicate the existence of a contract or constitute an agreement between the student and the University. Such contract shall only come into being when all conditions for the provision of a service have been fulfilled by the student and the University gives the student notification of acceptance.
23. The University may update these Terms and Conditions from time to time and any changes will be effective immediately. Students and third party users of the Online Payment Facility can refer to the top of this document to ascertain the date of its validity.