

ClimatePlus Privacy Policy

At ClimatePlus we're committed to looking after your details carefully. We adhere strictly to the requirements of the Data Protection Act 1998. This policy outlines how we collect, use and protect the information you and your business provide us with when using ClimatePlus.

Your use of any ClimatePlus emissions calculation tool implies your acceptance of our Terms and Conditions, which contain information regarding our Privacy Policy.

1. The Information we collect

- 1.1 This is the information we need from you to help us provide you with best possible service and to help us improve it, where we can;
- 1.2 We'll ask for the name and address of your business, as well as the name of, the job title, email address and telephone number of a designated point of contact. We'll only contact this person if we're having problems with the data you've provided.
- 1.3 We'll ask you for information on the nature of your business; number of employees, industry sector & location. This is essential information that allows us to apply more specific methodologies to our calculations, ensuring they're as accurate as possible.
- 1.4 We'll ask you to provide us with specific information that will allow us to calculate your key business carbon emissions; this will include information regarding your energy and water consumption, business freight, business related travel and supply chain expenditure.
- 1.5 We may use information on how you use our website to help us further develop it, this information will include your domain name, Internet Protocol (IP) address, how long you stayed on the page and the route you took to navigate through it.
- 1.6 We may occasionally ask you to provide us with other information in the form of questionnaires, just so we can monitor how we're doing. However, you can opt out of this using a checkbox when you agree to our Terms and Conditions.

2. How we use your information

- 2.1 ClimatePlus collects and processes your data for the following purposes only;
 - 2.1.1 To provide a service of sale of carbon offsets;
 - 2.1.2 To administer an after-sales customer relationship;
 - 2.1.3 To, with your consent, provide our commercial partners with the data required to allow them to help you reduce your energy consumption and carbon footprint;
 - 2.1.4 To confirm and verify your identity, this may include the use of a credit reference or other third parties;
 - 2.1.5 Compliance with any requirement of law, regulation, associations, voluntary codes we may adopt, or best practise, anywhere in the world;
 - 2.1.6 For the detection, investigation and prevention of fraud and other crimes or malpractice;
 - 2.1.7 For business administration and statistical purposes, for our own understanding of customer preferences;

2.1.8 To enable use to review, develop and improve the products and services;

2.1.9 Personal data will not be disclosed to third parties for commercial purposes;

3. Disclosing your information

3.1 Here's when we may provide information about you;

3.1.1 To employees and agents of ClimatePlus and Childreach International to deal with any accounts, products and services provided to you by ClimatePlus now or in the future;

3.1.2 To any partner organisation, with your written consent, their agents, auditors and service providers, we think necessary for the processing purpose outlined above;

3.1.3 ClimatePlus operates globally, therefore your data may be processed and disclosed as described in countries outside of the European Union;

3.1.4 To any regulator, service providers, government or law enforcement agencies or any person the company thinks necessary for the purposes outlined in point 2.1.5;

3.1.5 We will not pass on your personal information to third parties except in accordance with this policy and our Terms and Conditions or where we are required by law to disclose that information;

4. Accessing your data

4.1 The Data Protection Act 1998 gives people the right to access the information held about them by organisations. You may ask us to make any changes to ensure that the information is accurate and kept up to date and reflects any change in preferences you may have previously expressed about the way in which we can use your personal information.

4.2 Upon receipt of a written request, we will provide you with a readable copy of the data which we keep about you, within 40 calendar days as stipulated by the Data Protection Act 1998. We will provide the information without any charge. To make a request for a copy of your personal data please send an email to info@climateplus.co.uk

4.3 In order to prevent fraud and to ensure we are not disclosing your personal data to the wrong person, we may ask you for a copy of an official document that clearly authenticates your name, and current address. This is a standard practice in all applications for personal data under the Data Protection Act 1998.

5. Changes to our privacy statement

5.1 We reserve the right to amend this privacy statement. Any changes to our privacy statement in the future will be posted to the website, our forms and, where appropriate, through direct e-mail notification.

Contacting us

If you have any comments or queries concerning the ClimatePlus policies and services, please email us at info@climateplus.co.uk