



One Carbon World
B3 Kingfisher House, Kingsway
Team Valley Trading Estate
Gateshead
NE11 0JQ
United Kingdom

ONE CARBON WORLD

GDPR and Data Subject Requests

Process for managing Data Requests

If a data subject request is made to the company then:

If the request is for information

1. Validate the requestor is authorised to receive the information requested
2. The request must be approved by Senior management
3. The requested information is then collated and presented in a presentable format
4. Then sent to the requestor via a secure method

If the request is to change information

1. Validate the requestor is authorised to make the requested change
2. The request must be approved by Senior management
3. The requested information is then found and edited as per request
4. Confirmation is then sent to the requestor

If the request is to delete information

1. Validate the requestor is authorised to make the requested deletion
2. The request must be approved by Senior management
3. The requested information is then found and deleted as per request
4. Confirmation is then sent to the requestor

Retention of data

We will only retain your personal data for as long as necessary for the purpose for which that data was collected and to the extent required by applicable law. When we no longer need personal data, we will remove it from our systems and/or take steps to anonymize it.



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PRIVACY & COOKIE POLICY

The data controller for the personal information you provide is Bowen Associates Ltd trading as One Carbon World. This policy applies to the personal information you give us or which we receive. Please read this policy carefully.

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email.

What information do we collect about you?

Much of the information we hold will have been provided by you, but some information may also come from external agencies, intermediaries or others who have referred you to us for assistance, or from previous employers if you are applying for a job, and we may source some data from publicly available sources.

We collect, store and process personal data about you, for example your name, job title, email address and telephone number, as well as details about your business, for example company size, turnover, sector and carbon footprint.

We may collect and use the following information about you:

- *Information which you give us as our customer – for example when we advise you, when you attend an event, when you sign up to one of our services, or when you contact us by telephone or we call you. Please note that calls may be recorded for training and quality assurance purposes;*
- *Information that you provide on any application form, claim and follow-up forms for funding in relation to a project, which may include baseline and impact data;*
- *Information which you give us when you apply for funding – which might be for a project or for your organisation;*
- *Information we receive from external agencies, intermediaries or others who have referred you to One Carbon World for assistance; and Information that you give us when you apply for a job or to offer consultancy services.*



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Why do we need the information?

We use your information to enable us to run our business and manage our relationship with you effectively, lawfully and appropriately.

The information will be used to deliver business services to you and manage contracts as follows:

- *To help your business. We will use it to check your eligibility and, where applicable, provide business support services and to advise you on your business through our panel of experts;*
- *To deliver services to you that you have signed up for;*
- *To process your application for funding. If your application is successful, we will produce a funding agreement and administer the funding;*
- *We will also use the information for audit and management information purposes, to report to our Funders and to produce statistics and to promote the success of the project;*
- *To share with other delegates, buyers and suppliers, with your permission, at certain events;*
- *To process job applications and manage any subsequent contracts of employment;*
- *To manage relationships with our suppliers, contractors and associates; and*
- *To notify you about changes to our services.*

We also use your information for the following legitimate business reasons:

- *To measure the quality of our services and improve them; for example, through customer satisfaction, monitoring and evaluation of our services – we may use a third party to carry this out on our behalf;*
- *To help us service customers' needs more effectively and to develop and maintain meaningful relationships, recognising the different ways in which we have interacted with you and the range of services you have received;*



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- *To send you updates about the service you have registered for and to let you know about other business support opportunities, services and events from One Carbon World, but only where we feel these will be of interest to you or your business;*
- *To deliver a better, more personalised service and content based on your use of our websites;*
- *To grow our business and contact new prospects about relevant business services that we offer;*
- *To better understand the local business market and analyse our impact on the wider economy;*
- *To ensure funding goes to the right businesses for the right purposes;*
- *To ensure we meet our targets and other contractual commitments; and*
- *To prevent and detect fraud and irregularity.*

You may be able to object to these uses by contacting us.

Where do we store your information?

We store information both electronically and in paper files. Other than as mentioned below, data is stored on servers based in the EU.

If you register for an event we use an events management system which is hosted in South America or US; we ensure that the transfer complies with European data protection law and that your information is protected by the EU-US Privacy Shield framework. Some of our staff may access your information from outside the EEA, for example using a laptop or handheld device. IT suppliers outside the EEA, like Oracle, may also have incidental access to your information for the purpose of providing IT support.

If you give us your personal information, we will assume you agree to these transfers and uses. If you do not, then please do not give us your information. We will take all steps reasonably necessary to ensure that we comply with data protection laws when we transfer your information outside the EEA and that your information is treated securely and in accordance with this privacy policy.



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How long will we hold your information?

We will store your information securely at least for the duration of any customer relationship we have with you, or as otherwise required by our Funders, which in some cases could be for two years after the closure of the programme or campaign. If you apply for a job and are unsuccessful, we will retain your details for 6 months.

Who else will receive the information?

We may disclose your information to the following types of organisation:

(1) Funders, auditors, advisers and authorities

Our services are funded by a number of external organisations (Funders). Your Information may be passed to those Funders, their auditors and advisers for their own purposes such as:

- *Audit and monitoring;*
- *Detection and prevention of fraud and irregularity;*
- *Documentary evidence of funding;*
- *Production of case studies and demonstration of best practice; and*
- *Sending you further information which may be of interest to you.*

Our Funders may be required to disclose information about you or your business in response to a request under the Freedom of Information Act 2000, unless an exemption applies. Although Bowen Associates are not subject to the Freedom of Information Act 2000, we may be asked to assist Funders with requests that they receive.

We may share your information with our advisers so we can take advice, or with our own auditors for auditing purposes. We will disclose your information to regulatory or enforcement authorities if asked to do so, or to a third party in the context of actual or threatened legal proceedings.

As well as the employees, officers, auditors and other agents of One Carbon World may examine, audit or copy the information contained in any document or record (whether paper or electronic) relating to the services provided to you.



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(2) Other business support organisations

We will share management information and statistics with other business support organisations in the UK for the purpose of improving business support services, but not in a way that identifies individuals.

We may also need to share your information, both core details about you and your business and details of our interactions with you, with other business support organisations involved in your project, to improve the quality of business support given to customers. We will discuss this with you at the time. We will only share your information if you want to receive these additional services from other organisations.

(3) Organisations referring customers to One Carbon World

We will usually share your information, both core details and details of our interactions with you, with any organisation which referred you to us, so they know the outcome of the referral.

(4) Contractors

We may allow third party providers and contractors who supply services to us or who process information on our behalf incidental access to your information. We will ensure that we have appropriate contracts in place and that they keep your information secure and do not use it for their own purposes.

(5) Successors

We may share your information with another organisation which buys one or more of our group companies or our assets or to whom we transfer our agreement with you and in the course of any negotiations which may or may not lead to such a transfer or sale.

How do we safeguard your information?

We will keep your information secure by taking appropriate technical and organisational measures against the unauthorised or unlawful processing of that information and against its accidental loss, destruction or damage.

What are your rights?

Subject to certain conditions, you have the following rights in relation to the personal data that we hold about you:



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- *to obtain a copy of your personal data;*
- *to restrict or object to our use of your personal data;*
- *to ask us to delete or correct your personal data;*
- *where you have provided consent, to withdraw it;*
- *to transfer your personal data to another data controller; and*
- *to make a complaint to the Information Commissioner's Office (ICO) if you think we are not handling your personal data fairly or in accordance with the law.*

Please also let us know (using our contact details below) if there are any changes to your information, or if you notice any mistakes in the information that we hold about you as this helps us to keep it up to date and reliable. We may contact you from time to time to check whether the information we have on you is still accurate and up to date.

You can also contact us if you want to be added to, or removed from, our mailing lists.

Data Protection Officer

One Carbon World

B3 Kingfisher House Kingsway, Team Valley Trading Estate, Gateshead, England, NE11 0JQ

Email: hello@onecarbonworld.com

Other Information

Cookies

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- *Third party analytics are used to track and measure usage of this site so that we can continue to produce engaging and relevant content. These cookies may track things such as your IP address, how long you spend on the site or pages you visit which helps us to understand who you are, what we can offer you and how we can improve the site for you.*
- *From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.*
- *As we sell products it's important for us to understand statistics about how many of the visitors to our site actually make a purchase and as such this is the kind of data that these cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and product costs to ensure the best possible price.*
- *The Google AdSense service we use to serve advertising uses a DoubleClick cookie to serve more relevant ads across the web and limit the number of times that a given ad is shown to you. For more information on Google AdSense see the official Google AdSense privacy FAQ.*
- *We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, Twitter, LinkedIn, Instagram, YouTube, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.*



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You can restrict the use of cookies via your Internet browser. You can search for directions for the browser of your choice online, or see www.allaboutcookies.org for directions on how to do this for popular Internet browsers, and to find out more about cookies.

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Andrew Bowen
CEO of One Carbon World
30/03/2022

Date	Policy Version
03/09/2019	First Issue v1.1
22/09/2020	Review v1.2
02/07/2021	Review v1.3
30/03/2022	Review v1.4

Date next review: March 2023