



Privacy Policy

At Cambridge Cleantech, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect your personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

If you have any questions about this policy, please email admin@cambridgecleantech.org.uk, write to Cambridge Cleantech, Future Business Centre, Kings Hedges Road, Cambridge, CB4 2HY, or telephone 01223 750017.

Who are we?

We are Cambridge Cleantech, a leading membership and business support network for a community of partners driving the development of Europe's fastest growing cleantech cluster – including private companies, universities and public-sector organisations. Set up in 2011, Cambridge Cleantech provides commercial support to organisations that are developing and delivering goods and services in response to global environmental and sustainability challenges.

How we collect information?

We gather and use certain information about individuals in order to provide services to our members – for example when you register for an event, contact us directly with an enquiry, or sign up to receive our email alerts.

We also collect information to better understand how visitors use our website and to present timely, relevant information to them.

What type of information we gather?

We may collect the following information:

- Name and job title
- Company name
- Contact details including address, email address, and telephone number
- Information you choose to share regarding your preferences and interests
- Website usage data

If you make a recurring membership payment to us, your card information is not held by us, it is collected by our third-party payment processor (GoCardless), who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.



How we use this information?

Collecting this data helps us to understand what you are looking for from the company, enabling us to deliver improved services to you as a member.

Specifically, we may use your information:

- For our own internal records
- To process orders that you have submitted e.g. event registrations
- To deal with applications to a competition or job opportunity
- To seek your feedback on the services we provide
- To let you know about changes to our services
- To send you communications which you have requested or that may be of interest to you. These may include information related to events, funding opportunities, and contract opportunities.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems only for as long as 1) we have your consent; and 2) you have a legitimate interest in being contacted by us. You may request or withdraw your information at any point (more on this below).

Who has access to your information?

Your information belongs to you. We will never sell or rent it to third parties or share it with others for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers for the purposes of completing tasks and providing services to you on our behalf. For example, we may process membership payments and invoices via GoCardless and Xero, manage event registrations via Eventbrite, send email alerts through Mailchimp, keep track of our customer relationships using a CRM system, and manage workflows through app integrations. If you attend a Cambridge Cleantech event, we are normally obliged to provide the venue with an attendee list which includes your name, company and work email address. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online payment pages, your payments and donations are processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.



Your choices

You have control over what information you wish to receive from us. You can select your preferences by ticking the relevant boxes situated on the form on which we collect your information. You can change your preferences anytime by emailing admin@cambridgecleantech.org.uk or telephoning the office on 01223 750017.

How you can access and update your information?

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@cambridgecleantech.org.uk.

You also have the right to ask for a copy of the information Cambridge Cleantech holds about you, and to have it removed at any time. If you would like us to remove your data from our systems, please contact us at the email address above, and we will delete your information, and inform any third-party data processors of the request for erasure.

Security of your information

When you give us personal information, we take steps to ensure that it's treated securely. The Cambridge Cleantech website is protected by a security certificate (SSL). When you are on a secure page, a lock icon will appear in your web browser.

Non-sensitive details, for example your email address, are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. Always follow internet best practice by not sharing passwords or bank details with anyone online.

Cookies

The Cambridge Cleantech website uses cookies in order to present content, options or functions that are specific to you. A cookie is a small file placed on your computer's hard drive to allow a website to recognise you when you visit. They only collect statistical data about your browsing actions and patterns and do not identify you as an individual.

This site used Google Analytics an open source web analytics software program, to gather statistical information. [Opt-out of using Google Analytics.](#)

You can switch off cookies by setting your web browser to refuse cookies. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.



In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in March 2019.