



One Planet Digital Limited (OnePlanet)

Terms and Conditions for Local Government contracts.

1. Scope

1.1. This document defines the general terms (and provides additional explanation to clarify and amplify those terms) that shall apply to all consultancy agreements and retainer contracts involving OnePlanet, and as well as use of the OnePlanet Digital Service. These clauses are incorporated into and form an integral part of our contract.

1.2 These Terms and Conditions include:

- The terms and conditions concerning advice provided, Clauses 3 to 22.
- The Terms of Service for use of the OnePlanet Digital platform, Clause 23
- Our Privacy Policy, Clauses 24 to 34.

2. Definitions

2.1. In these Terms and Conditions the following words and expressions bear the following meanings:

“Account” means a unique account created for You to access our Service or parts of our Service.

“Client” means the party with whom a contract of supply exists

“Company” (referred to as either "the Company", "We", "Us", "Our" or “OnePlanet” in this Agreement) refers to One Planet Digital Ltd.

“Country” refers to: United Kingdom

“Letter of Engagement” means the letter supplied with this contract which identifies the engagement to which the contract relates

“Pricing document” means the additional pricing information available from G-Cloud

“Service Definition” means the description of the service document available from G-Cloud

“Service” means the selected service option as described in the service definition document as well as use of the Website

“Terms and Conditions” (also referred as "Terms") mean these Terms and Conditions that form the entire agreement between You and the Company regarding the use of the Service.

“Terms of Service” mean the specific terms relating to the use to of the Website.

Website refers to oneplanet.com, accessible from www.oneplanet.com

2.2 The contract between OnePlanet and the Client consists of these standard Terms and Conditions, the pricing document and the Service Definition document.

3. Statement of professional standards

3.1. OnePlanet will exercise skill, care and diligence of a competent consultant in relation to the delivery of the statement of works to the best of its abilities.

4. Performance

4.1. All commitments with respect to the timing and scope of a project given to the Client by OnePlanet - whether verbal or written - are made in good faith but are made necessarily in advance of knowing the full scope of the difficulty that may pertain to performance on specific points (for example, unforeseeable difficulty in obtaining certain information requested by the Client). OnePlanet agrees to use its best endeavours to fulfil such commitments to Clients on the timing and the scope of consultancy.

5. Confidentiality

5.1. OnePlanet agrees to hold all information provided by the Client confidential, save where such information is known to OnePlanet already, or exists already in the public domain, until, either the information enters the public domain, or OnePlanet is given the same information by a third party, or is released from its confidentiality requirement by the Client, or the Client is found in breach of contract with OnePlanet by a court of law (including non-payment of account) or three years have elapsed - whichever is the sooner.

6. Supply of Materials and Information

6.1. The Client will endeavour to ensure that any information OnePlanet may require for the purpose of the engagement is made available to OnePlanet as and when it reasonably requires.

6.2. The Client agrees to keep OnePlanet regularly informed of any new information or developments of which the Client becomes aware which might have a bearing on OnePlanet's provision of services in connection with its engagement.

7. Time Basis for Contracts

7.1. Where applicable, activity time is calculated inclusive of travel time from the prior non-Client activity (such as from the consultant's home, office, or third party premises).

7.2. The unit of activity is normally the day, except where otherwise agreed in advance.

7.3. Activity time includes all office time spent acting for the Client.

8. Expenses

8.1. OnePlanet project proposals to Clients stipulate whether they are 'fixed fee' (i.e. all expenses will be included within the pre-negotiated fee and not charged supplementary to the Client) or 'net of expenses' - in which case expenses are levied in addition to our agreed fee. This section provides clarification of our standard policy on what expenses will be claimed and how.

8.2. In the case of 'net of expenses' contracts, OnePlanet is hereby authorised to incur, with prior notice to the Client, all reasonable and proper expenses in performing the Client's instructions. The Client agrees to reimburse these in addition to the contract fee.

8.3. All expenses are payable for the total activity time (as defined in Clause 9 above): i.e. including travel to and from the Client or travel to and from third parties on behalf of the Client.

8.4. Invoices for expenses will normally be presented at agreed project milestones. OnePlanet may, at its sole discretion, choose exceptionally to present invoices more or less frequently, to reflect the level of expense incurred.

8.5. Expenses incurred in foreign currency will be billed at the actual exchange rate obtained (gross rates, including commission, handling charges etc., will be used) except where this rate is not immediately available, such as for some credit card charges, when either the last rate obtained or an estimated rate will be used at OnePlanet's discretion.

8.6. Allowable expenses are charged to the Client at the gross invoice value. Expenses will be charged inclusive of any sales taxes (or similar fiscal levies) where these are payable by us, whether or not we may be able to subsequently reclaim any part of these. VAT (and any other relevant tax) will be added to the invoice amount in line with current government legislation at the rate ruling at the time of invoice.

8.7. The Client should note that travel fares are sometimes charged on the basis of travel to and from OnePlanet premises, which may not be the actual journey made, as our consultants may be travelling from a location required for another Client's business.

8.8. OnePlanet employees are required to obtain receipts for expenses wherever practical. These are retained by OnePlanet and are available for inspection by the Client upon request.

9. Fees

9.1. The remuneration structure agreed between the Client and OnePlanet may be based on a number of methods. These are a 'retainer', a 'fixed fee' or a 'time based rate' (e.g. a day or hourly rate).

9.2. The Client agrees to pay OnePlanet according to the fee structure outlined in our Project Proposal, as amended by subsequent written correspondence.

9.3. 'Retainer fee' shall be defined as a payment made to secure OnePlanet's services for a fixed period of time. The retainer shall be automatically renewed except where either party gives the appropriate notice or is in breach of the contract or where otherwise defined in the specific terms of the contract.

9.4. The 'daily rate' and 'hourly rate' shall be charged in accordance with the criteria defined in the Project Proposal.

10. Cancellation Rights

10.1. The contract shall be regarded as a whole unless there are break points within it agreed in advance or it is divided into stages or where it is subject to periodic renewal. Where no such division is agreed in advance and stipulated in the contract, the Client shall be liable for the totality of the value of the contract - including all expenses incurred to the date of cancellation - whether or not the client wishes the work to be completed.

10.2. If a consultancy contract is expected to be for an extended period or to have phases contingent upon the results of earlier work, it will normally be divided into stages or subject to

periodic renewal. Where such divisions apply, either party may choose not to continue the contract into the next phase without penalty (unless otherwise provided in the specific contract). Where such cancellation is by OnePlanet the Client shall be entitled to a refund of that proportion of any advance of fees that relate to the remaining part of the contract.

10.3. Annually renewed service contracts and retainers shall be renewed automatically for a further 12 months unless either party gives the other the minimum notice of termination set out in the individual contract or in the absence of such a provision 30 days notice.

10.4. Where the Client cancels, the Client shall pay for all stages of the contract that have been commenced. Should the Client choose not to have work completed on the stage underway prior to cancellation the Client remains liable for payment in full of this stage. The Client also agrees to pay all expenses incurred, whether or not these relate to the stages cancelled or to any prior stages.

10.5. In the event of cancellation, expenses incurred referred to in this Clause shall be interpreted as including all monies spent on behalf of the Client plus all spending irrevocably committed to on the client's behalf by OnePlanet up to the date of cancellation plus any cancellation charges that may be levied by third party suppliers as a result of the contract cancellation.

11. Payment Terms

11.1. The Client agrees to be bound by the payment terms stipulated in the Letter of Engagement and Project Proposal.

11.2. The currency of payment will be stipulated in the Client contract. Both parties agree to accept this in respect of all invoices and payments.

11.3. Unless otherwise explicitly provided by an individual contract, no account will be taken of any exchange rate fluctuations during the life of the contract. Each party accepts as their own responsibility the variation, whether favourable or unfavourable, that they may see in local currency terms in respect of the contract.

11.4. The Client's responsibility is for payment to OnePlanet of the full amount agreed. The Client agrees to adjust all payments to take into account any charges levied (such as may be made by the transferring bank), such that the full amount is received by OnePlanet. The Client accepts that OnePlanet shall be entitled to recover all deducted amounts.

11.5. The Client agrees to make payment by the method stipulated in the Project Proposal to the location stipulated in the Project Proposal. OnePlanet shall be entitled to recover any costs caused by any client variations in this respect not agreed in advance.

11.6. The Client agrees to pay all government taxes and duties, regardless of origin, that may apply to all payments to OnePlanet. The Client further agrees that, should there be a change in type or value during the life of the contract, whether favourable or unfavourable to the Client, the Client will be responsible for them in totality. Each party will be responsible for recovering their own entitlements in respect of pre-payments (for example in respect of VAT or sales tax).

11.7. OnePlanet shall be entitled to charge interest at the Bank of England base rate plus 8% (as set out in the 'Late Payment of Commercial Debts (Interest) Act 1998, as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002') on all amounts that remain unpaid 28 days after the agreed payment date. Interest will be calculated daily.

11.8. In the absence of any other agreed payment terms, all invoices shall be payable in full within 28 days of the date of the invoice.

12. Stage Payments

12.1. Most contracts that extend across several months provide for stage payments. These are negotiated in advance as part of the normal discussions prior to agreement of the contract.

12.2. OnePlanet shall have the right to suspend all work on behalf of the Client should these payments not be made on time to the agreed schedule. Any adverse impact that this suspension has upon the completion schedule or the quality of the product for the Client shall be at the Client's sole responsibility. This right applies not just to the contract in arrears but also any other contracts with the Client, whether or not payments against these contracts are in arrears.

12.3. In particular, Clients should note that where it has been agreed that payment of all or part of a contract is to be made 'in advance' work will not commence on the Client's behalf until payment is actually received.

13. Liability for Advice Given

13.1. OnePlanet provides information, advice and services in good faith based upon information available at the time. We do not warrant the accuracy of information provided. It is for the Client to decide whether or not to accept our advice in making their own decision. We advise that any data critical to a decision should be independently verified prior to being acted upon. Therefore OnePlanet accepts no liability for the consequences of its information opinions and advice whether direct or indirect.

14. Publicity

14.1. OnePlanet shall have the right, without further reference to the Client, to publicise the fact that the Client is, or was, a Client and to utilise the Client's name and details of work conducted for the client in publicity materials in this respect.

14.2. Wherever the commissioned work is referred to by the Client, the Client agrees to make due reference to OnePlanet so as to make it clear who carried out the work, except where OnePlanet explicitly waives this right.

14.3 In order to monitor the effectiveness of our advice and the direct environmental savings that our advice has generated OnePlanet will contact the Client up to six months after the termination of the contract to investigate which of the recommended strategies the Client has implemented. This information will be provided at the Client's discretion and will only be publicised by OnePlanet with prior consent.

15. Insolvency

15.1 OnePlanet shall have the right to discontinue immediately all work for the Client should the Client or another person petition for the Client's bankruptcy, or the Client be declared insolvent, or be placed into administrative receivership or be generally unable to pay bills as they become due.

16. Illegal activities

16.1. OnePlanet will not carry out any illegal activities on behalf of the Client. Any requirement in this respect will nullify this contract in respect of performance and OnePlanet will be entitled to recover in full its fee and expenses.

16.2. The Client agrees not to make any illegal use of any information provided by OnePlanet.

16.3. The Client agrees to indemnify OnePlanet against all claims from third parties that may arise as a result of any such illegal use of information or advice.

17. Limitation of liability

17.1. Without prejudice to other more restrictive limitations elsewhere in this contract, liability on the part of OnePlanet is limited to the value of the contract with the Client or the value of the loss whichever is the smaller. OnePlanet accepts no liability for the consequences of its information, opinions and advice, whether direct or indirect.

18. Force Majeure

18.1. Whilst OnePlanet agrees to use its best endeavours to perform the contract for the Client as specified, OnePlanet will not be responsible for any delays or failure to complete the contract which are beyond OnePlanet's control and which could not have been reasonably predicted.

18.2. Where the delay caused by third party events outside either party's control or influence causes such delay that the purpose of the contract is wholly or significantly destroyed, either party shall be entitled in these circumstances to cancel the remaining portion of the contract. In such circumstances the Client will not make any further payments of fees but there will be no refund of payments already made (including any payments for that part of the contract that remains unfulfilled) and OnePlanet will be entitled to recover any costs already incurred.

19. Jurisdiction

19.1. Any disputes or claims shall be governed by and construed in accordance with English law and the jurisdiction of the English courts.

20. Arbitration

20.1. Any unresolved dispute or difference arising out of or in connection with this contract shall be determined by the appointment of a single arbitrator to be agreed between the parties, or failing agreement within fourteen days, after either party has given to the other a written request to concur in the appointment of an arbitrator, by an arbitrator to be appointed by the President or a Vice President of the Chartered Institute of Arbitrators

20.2. Both parties also agree that all disputes arising with respect to this contract will be arbitrated upon within the English legal system.

21. Waiver

21.1. The failure by either party to enforce at any time or for any period any one or more of the terms and conditions of this agreement shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this agreement.

22. Integral part of contract

22.1. The Client, in signing the Letter of Engagement, accepts that all of these terms have been read, understood and agreed.

22.2. The Client agrees that all of the above terms form part of the contract between OnePlanet and the client, except where explicitly excluded or modified by the letter of engagement and shall take precedence over and shall not be varied by any other means including any terms or conditions that the client may from time to time apply to suppliers.

23. Terms of service relating to use of the OnePlanet Platform

23.1 OnePlanet provide access to and use of our Service subject to the following Terms of Service. By using our Service, you acknowledge that you have read, understood, and agree to be legally bound by these Terms of Service as well as the terms and conditions of our Privacy Policy, which is hereby incorporated by reference. Please take the time to review our Privacy Policy. If you do not agree to any terms in these Terms of Service or the Privacy Policy, then please do not use our Service. We may change the Terms of Service from time to time. Please check back on our Website from time to time to check what changes have been made.

23.2 If you accept the terms a contained in this Agreement, we will provide access to and use of the Service to you the Client. The Client is solely responsible for any data or content uploaded or stored on the Service by the Client. In no event shall OnePlanet be responsible for the use or misuse of any data uploaded by the Client or other third party. The Client warrants and represents that it either owns or has the right to provide all such data uploaded or stored on the Service by the Client. The Client hereby grants OnePlanet a non-exclusive, transferable, royalty-free licence to use the data from the Client to provide the Service and as otherwise described in herein or in our Privacy Policy. For the avoidance of doubt, in no event will we share any project information that you upload into the Service with third parties for marketing purposes.

23.3 All right, title, and interest in and to the Service, the Website and any information, data, software and other features, including all modifications, improvements and adaptations made thereto, and all proprietary rights in any of the foregoing (collectively, "OnePlanet Property"), shall be and remain the sole and exclusive property of OnePlanet.

23.4 The Client will not, and will not permit any third party to: (i) allow anyone other than a Client to access or use the Service; (ii) use the Service in any way that is not expressly permitted by this Agreement, including, without limitation, reverse engineering, modifying, copying, distributing, or sublicensing the Service, or introducing into the Service any software, virus, or code; or (iii) use the Service in violation of any applicable law or regulation.

23.5 Prior to using the Service, the Client will be required to register for an Account. During the registration process, Client will select logon credentials. Logon credentials can only be used by the Client for an authorised user to whom the logon credentials are assigned and cannot be shared with others. The Client is solely responsible for the confidentiality and use of all logon credentials for its account and those assigned to an authorised user, as well as for any use or misuse of the Service using Client's or any authorised user's logon credentials. The Client will notify OnePlanet immediately if it becomes aware of any loss, theft or unauthorised use of any logon credentials. We reserve the right to delete or change the logon credentials at any time and for any reason.

23.6 Unless using the Service during a free trial period or other promotion, in consideration for the access to and use of the Service, you agree to pay to OnePlanet a subscription fee, as notified on the Website or our Customised Enterprise Quote to you. We reserve the right to change the annual fee. If we do change the fee, we will provide notice to you through the Website or via email. Your continued use of the Service after the price change constitutes your agreement to pay the changed amount.

23.7 We may suspend or terminate your access to and use of the Service, in whole or in part, at any time and for any reason; provided, however, that if you have purchased a subscription for the Service, our right to suspend or terminate your access to and use of the Service will be limited to cases where you have failed to pay the applicable subscription fee or have otherwise breached these Terms of Service, and have not cured such payment failure or other breach within 10 business days of receiving written notice of such payment failure or other breach from us (and provided, further that we may suspend your access to and use of the Service immediately without notice in the event that we reasonably determine that your account may cause potential harm to us or to third parties). You may terminate your account at any time upon notice to us. In the event of suspension or termination (other than cases where we lock your account because of suspected fraudulent activity or other potential harm to us or to third parties), we will provide you with access to any data that you have uploaded for at least 30 days following such termination. It is your responsibility to keep backup copies of any such data.

23.8 It is understood by you that the Service and the Website are offered for use on an “as-is” and “as-available” basis. We make no representations or warranties of any kind concerning the Service or the Website, whether express, implied, statutory, or other. You agree that, to the fullest extent possible, in no event shall we be liable to you for any direct, special, indirect, incidental, consequential, punitive, exemplary, or other losses, costs, expenses, or damages arising out of your use of the Service or the Website, even if we have been advised of the possibility of such losses, costs, expenses, or damages.

23.9 Our aggregate liability for damages pursuant to any breach of these Terms of Service will not exceed the subscription fee paid by the Client in respect of the period in which any claim arises.

23.10 The Client will defend, indemnify and hold us harmless from any and all liabilities, costs, and expenses (including, without limitation, reasonable attorney’s fees) in connection with any third-party claim that any of the data uploaded by you to the Website: (i) infringes or misappropriates any third-party intellectual property rights, privacy or publicity rights, or any other rights; or (ii) violates any applicable laws, rules, or regulations. You will promptly notify us of any such claim. Failure to provide such notice shall not relieve you of your indemnity obligations to us. You will have control over the defence of any such claim, provided that (i) you do not make any admission of liability on behalf of us or agree to any settlement that imposes a financial burden on us without our prior written consent; and (ii) we shall have the right to participate in the defence of any such claim, at our own cost, with the legal adviser of our choice.

23.11 You agree not to assign these Terms of Service or any of its rights hereunder without our prior written consent. Otherwise, this Agreement will be binding upon and inure to the benefit of the parties hereto and their permitted successors and assigns. These Terms of Service and performance hereunder shall be governed by the laws of England and Wales. You agree that any and all litigation between us arising from these Terms of Service or the business relationship created hereby shall take place in the courts of England and Wales and each party to this agreement irrevocably consents and submits to the jurisdiction and venue of any such courts. If any provision of these Terms of Service is deemed invalid or unenforceable, they shall be amended or replaced in the way that best reflects the original intention of the parties, and the remainder of these Terms of Service shall remain in full force and effect. These Terms of Service, together with the Privacy Policy and any pricing information for subscriptions made known to you, constitute the complete agreement between the parties regarding the subject matter hereof.

24. Privacy policy - overview

24.1 OnePlanet is committed to protecting and respecting your privacy and your data. This privacy policy sets out how OnePlanet collects, uses, processes and protects any information that you provide when you use our websites, apps or services.

24.2 For the purpose of the General Data Protection Regulations 2016, the Data Protection Act 1998 (the Act) and the Privacy and Electronic Communications Regulations 2003, the data controller is OnePlanet which is based at The BedZED Centre, 24 Helios Road, Wallington, Surrey, SM6 7BZ.

24.3 We reserve the right to change our privacy policy at any time. If we make changes we will post them here and will indicate on this page the policy's new effective date. If we make material changes to this policy, we will notify registered users by email.

24.4 Please contact privacy@oneplanet.com if you have any queries or would like to exercise your rights listed below under "your rights, choices and access to data".

25. Information we collect and when we collect it

25.1 Website visitor data: if visitors accept our cookies we collect anonymised data on how they interact with our website, including number of visitors and user journeys. For more information on cookies see our cookies policy.

25.2 Chat messenger and email enquiries: for our main app users, information gathered via chat messenger or email enquiries is used only to respond to enquiries and not added to mailing lists. Some data (such as browser type) may be automatically gathered via cookies if these are accepted by users.

25.3 Registered user data: when users of any of our apps register and agree to our privacy policy they provide us with their contact details. For our main app users, our industry standard customer support software also automatically gathers information on city/location, and (if users accept cookies) their browser type, operating system, and limited information on sessions and pages visited. Enquiries made by registered users via chat messenger are also linked to their accounts.

25.4 Customer payment data: we collect limited necessary data to support payment processes. Our payment processor collects IP addresses. See 'payment information' below for further details.

25.5 User-uploaded content: users provide us with content such as stories, images or documents which may contain personal data.

25.6 Our services: we collect and process personal data necessary to perform our bespoke services and consultancy work. This will usually be limited to basic information such as names and contact details.

26. How we use the information we collect

26.1 Providing functionality and services: we collect personal data where it is necessary to provide the basic functionality of our website or deliver services.

26.2 Customer support: for our main app, we use contact details, messages and emails to process enquiries and deliver customer service.

26.3 Processing payments: details on how we process payments are provided in the 'payment information' section below.

26.4 Improving our product: we may analyse user-uploaded content in an anonymised format, to enhance our product and provide improved sustainability guidance and recommendations to the users of our platform.

26.5 Analysing website usage: we analyse traffic and how users interact with our website to improve our product and services. All non-registered user data is anonymised. For registered users, only limited information is not anonymised (such as the town, city or country in which they are approximately located, their browser information or their sessions on our website).

26.6 Building community: if made public, user-uploaded content for our main platform such as images may be shared with other users of our platform, on social media or in email campaigns. Student app user content will only be shared within school groups.

26.7 Communication: we may communicate with registered users about our product and services. People can opt-out of such communications as described in the section below entitled 'your rights, choices and access to data'.

27. Sharing or storing your information with third parties

27.1 We do not sell your data to third parties. The following third parties may have access to, or process, your data.

Any member of our group: we may disclose personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985 and section 1159 of the UK Companies Act 2006 as applicable.

Services partners: in some cases we may wish to pass your data on to third parties when we are working with them in partnership, for example in providing sustainability services, or delivering our tools and features. They process data in agreement with our data processing policy. Such partners do not otherwise sell, rent, or disclose any information to other parties.

Third party service providers and information storage: we store our data with secure, industry standard, cloud-based third-party service providers. This includes our customer service software, payment provider, email services, analytics services and website databases. If you wish to know more about the services and processes we use, and the privacy and security policies of our service providers please contact privacy@oneplanet.com.

28. Legal basis for processing this information

28.1 Our legal basis for processing this information depends on the information collected. For some data, we collect and process data where it is necessary for our legitimate interests, and where your interests and fundamental rights do not override those interests. The purposes of data collection are described in the section above entitled 'how we use the information we collect', and these purposes enable us to meet our business aims of gaining and retaining customers and improving our service. They also enable us to support our users in pursuing sustainability and the public interest.

28.2 We also collect personal information from you where we have your consent to do so, where we need the personal information to perform a contract with you, or where we have a legal obligation to process and retain data.

29. Security

29.1 We take the security of your personal information seriously, and maintain a variety of physical, electronic and procedural safeguards to ensure data is kept safe and secure. We also use industry-standard encryption technology to transfer data on our website and between our third party services. Whilst no transmission of data over the internet is entirely secure, we strive to maintain reasonable safeguards. For more information on our security practices please contact: privacy@oneplanet.com.

30. Payment information

30.1 Where website users make payments, any payment information is collected and processed by our payment processor, Stripe, through their Stripe Checkout service. We do not receive or store your full credit or debit card information. Stripe commits to complying with the Payment Card Industry Data Security Standard (PCI-DSS) and using industry standard security. Stripe may use your Payment Information in accordance with their own Privacy Policy here: <https://stripe.com/us/checkout/legal>.

31. How long we retain information

31.1 We retain personal information where we have an ongoing legitimate need or lawful basis to do so (such as communicating with our registered users, preserving the information of users which may return to the platform, or fulfilling contractual obligations or legal requirements). When we have no ongoing need or lawful basis to retain personal information we delete it, anonymise it, or isolate it from further processing until deletion is possible.

31.2 We retain information about your communication preferences for a reasonable period of time from the date you last expressed interest in our content, products, or services, such as when you last opened an email from us or ceased using your account. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

32. Cookies and similar technologies

32.1 We use cookies to provide security and essential features, to improve functionality and personalise content, and to analyse how our website is used. Read our cookie policy to learn more and to learn how to delete cookies or reset your cookie preferences, or see the section below.

33. Your rights, choices and access to data

33.1 Your rights: You have the right to access, modify, delete, or object to the further processing of your data. You have the right to be informed about how we use your data, which this privacy policy does. Please email privacy@oneplanet.com if you have a request. If you are unsatisfied with the response you have the right to lodge a complaint with your supervisory authority. You have the right to withdraw your consent for us processing your data at any time.

33.2 Communication preferences: You may unsubscribe from our communications by clicking on the 'unsubscribe' link located at the bottom of our emails or by emailing privacy@oneplanet.com. Please note, however, that you may be unable to opt-out of certain service-related communications, such as transactional emails related to the subscription service.

33.3 Cookie preferences: when you start using our website you have the option of setting your cookie preferences. You can reset these preferences by removing our cookies from your browser and then visiting our site again. You can also block cookies although some features may cease to function properly if you do so. For more information see our cookie policy.

34. Child protection

34.1 We provide online services to students via our student website (www.oneplanetstudent.com). We take child protection issues extremely seriously and minimise the collection of data to that required for providing core functionality. Our student groups are closed and moderated by school staff. For more information please contact privacy@oneplanet.com for our child protection policy.