

Climate Essentials Net Zero Community - Terms, Conditions & Code of Conduct

Last updated: 14th January 2025

These Terms, Conditions & Code of Conduct (“Terms”) govern access to and use of the Climate Essentials Net Zero Community (the “Community”), operated by Climate Essentials Ltd (“Climate Essentials”, “we”, “us”, “our”).

By accepting an invitation to, accessing, or using the Community, you (“User”, “you”, “your”) agree to be bound by these Terms.

If you do not agree, you must not access or use the Community.

1. About the Community

1.1 The Climate Essentials Net Zero Community is an online, professional community designed to support organisations on their sustainability and net zero journeys.

1.2 The Community may include:

- Webinars, events, and workshops
- Educational resources, guidance, and toolkits
- Q&A, peer discussion, and knowledge sharing
- Sub-communities tailored to specific programmes or sectors

1.3 The Community is delivered using a third-party platform provided by Heartbeat. Climate Essentials acts as the administrator and operator of the Community.

1.4 Content provided within the Community is for informational and educational purposes only and does not constitute legal, financial, or regulatory advice.

2. Eligibility, Access & Commercial Model

2.1 Access to the Community is by invitation only.

2.2 Access may be:

- Included as part of another Climate Essentials service (e.g. supply-chain engagement programmes)
- Sold as a standalone subscription or licence

2.3 Users access the Community as employees or representatives of organisations, not as private individuals.

2.4 Councils or other public-sector bodies may sponsor access to the Community; however, participation is not mandatory unless explicitly agreed outside these Terms.

2.5 Climate Essentials reserves the right to approve, restrict, suspend, or revoke access at any time.

3. User Responsibilities

3.1 Users must ensure that all information provided during registration is accurate and kept up to date.

3.2 Users are responsible for:

- Maintaining the confidentiality of login credentials
- Ensuring their use of the Community complies with these Terms
- Ensuring they have appropriate authority to share any information posted on behalf of their organisation

4. Code of Conduct

4.1 Our Goal

The Climate Essentials Net Zero Community is dedicated to bringing together organisations committed to sustainability, climate action, carbon reporting, and the transition to net zero.

Our goal is to create a supportive, professional, and collaborative environment where members can exchange ideas, share best practice, and learn from one another in order to accelerate collective climate action.

4.2 Expected Behaviour

All Users are expected to:

- Engage with kindness, patience, and professionalism
- Treat others with respect, even where views differ
- Contribute constructively and in good faith
- Respect the Community as a professional, climate-focused space

Bullying, harassment, or discriminatory behaviour will not be tolerated.

This includes degrading or offensive comments relating to, but not limited to:

- Race or ethnicity
- Religion or belief
- Culture or nationality
- Sexual orientation
- Gender, gender identity, or expression
- Disability or health status

4.3 Prohibited Conduct

Users must not:

- Post abusive, defamatory, misleading, or unlawful content
- Share confidential, sensitive, or personal data without appropriate authority
- Promote unrelated commercial services or spam
- Misrepresent their organisation, role, or expertise
- Disrupt discussions or undermine the collaborative nature of the Community

4.4 Moderation and Monitoring

To maintain a high-quality and safe Community:

- Climate Essentials reserves the right to monitor and moderate all content
- Posts or comments that do not align with these Terms or the purpose of the Community may be removed
- Moderation actions are taken to protect the Community and its members

Climate Essentials is not obliged to provide advance notice prior to moderating or removing content.

4.5 Reporting and Enforcement

If you become aware of conduct that breaches these Terms, please report it to: support@climateessentials.com

Climate Essentials may take any action it deems appropriate, including:

- Issuing warnings
- Removing content
- Temporarily suspending access
- Permanently removing a User from the Community

Where access is provided through an organisation or council-sponsored programme, Climate Essentials may notify the sponsoring organisation where appropriate.

Decisions relating to moderation and enforcement are final.

5. Intellectual Property

5.1 All materials provided by Climate Essentials within the Community remain the intellectual property of Climate Essentials, unless otherwise stated.

5.2 Users are granted a limited, non-exclusive, non-transferable licence to access and use Community content for internal, non-commercial purposes only.

5.3 Users must not reproduce, redistribute, or externally publish Community content without prior written permission.

5.4 Users retain ownership of content they contribute but grant Climate Essentials a licence to host, display, and moderate that content within the Community.

6. Data Protection & Privacy

6.1 Climate Essentials processes personal data in accordance with:

- UK GDPR
- Data Protection Act 2018
- The Climate Essentials Privacy Notice

6.2 The Community platform is provided by Heartbeat, acting as a data processor on behalf of Climate Essentials.

6.3 Personal data may be processed outside the UK where lawful safeguards are in place, including Standard Contractual Clauses or equivalent mechanisms.

6.4 Users must not upload personal data relating to third parties unless they have a lawful basis to do so.

7. Availability & Support

7.1 The Community is provided on an “as is” and “as available” basis.

7.2 Climate Essentials does not guarantee uninterrupted availability and does not provide a formal service-level agreement (SLA) unless explicitly agreed in writing.

8. Suspension & Termination

8.1 Climate Essentials may suspend or terminate access:

- For breach of these Terms
- Where an associated licence, programme, or sponsorship ends
- Where required by a public-sector client

8.2 Users may request deletion of their account at any time.

9. Limitation of Liability

9.1 To the fullest extent permitted by law, Climate Essentials shall not be liable for:

- Decisions made based on Community content
- Loss of data, revenue, or opportunity
- Indirect or consequential losses

9.2 Nothing in these Terms limits liability for fraud, or for death or personal injury caused by negligence.

10. Changes to These Terms

10.1 Climate Essentials may update these Terms from time to time.

10.2 Continued use of the Community after updates constitutes acceptance of the revised Terms.

11. Governing Law

These Terms are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

12. Contact

For any questions regarding these Terms or the Community, contact: support@climateessentials.com