

## t2e Privacy Statement

### Introduction

The Environment Exchange (t2e) is committed to protecting the privacy of its clients. Any information t2e collects will be treated in accordance with the Data Protection Act 2018, EU General Data Protection Regulation (GDPR) 2016/679, EU Directive 2009/136/EC and other applicable laws.

t2e's Privacy Statement explains the use of Cookies on this website and all other sites run by t2e and outlines the types of personal information t2e collects and what steps t2e takes to safeguard that information. t2e operates on the basis of 'implied consent' which means that if you use t2e's website or provide personal or sensitive information t2e assumes you are happy with this policy.

### How does t2e collect information?

t2e collects information by:

- recording telephone calls for dispute resolution and training purposes.
- recording and responding to a request by you, either submitted through t2e's website, via e-mail, business card or in t2e's participation and application forms.
- using "cookies" on the website, [www.t2e.co.uk](http://www.t2e.co.uk).

If you do not know what cookies are, or how to control or delete them, visit <http://www.allaboutcookies.org/> for detailed guidance.

### Cookie Use

t2e use **Google Analytics** to collect information about visitor behaviour on its website [www.t2e.co.uk](http://www.t2e.co.uk). It stores information about what pages you visit, how long you are on the site, how you got there and what you click on. Google's analytics service privacy policy is at <http://www.google.com/intl/en/policies/privacy/>.

A cookie is set on your computer as soon as you visit <http://markets.t2e.co.uk>, the trading section of t2e's website. This is a Session Cookie which holds a string of characters (Session ID) that are unique to your session on this website. This Session ID is used to ensure that you remain logged in as you move between pages, it also allows t2e to tell which pages you have visited.

### What information does t2e collect?

Participant Company Information is collected as are any personal details, such as name, address, email address, etc, and any sensitive details, such as date of birth, mother's maiden name, etc, you provide.

The website allows those personnel authorised by participant companies to view information held about them and their company such as that listed above and Current Orders, Trades awaiting settlement and full Company Trading history.

Your IP address (Your computer's individual identification number which contains no personal details) and your browser's user-agent (information about your web browser and platform) is automatically logged by t2e's web server.

### The purposes for which personal data is processed

t2e retains your personal data for the purposes of either sending you information you have requested or during t2e's application process or in certain cases t2e may use personal details to send you information. In such a case you will be offered the option to opt-out of receiving this information. Sensitive data is solely used for security.

t2e does not distribute any gathered data to third parties unless requested to do so by law.

### The legal basis for processing (and, any applicable legitimate interests)

t2e has a legitimate interest in obtaining this information as without it, it would be unable to maintain and improve the service it provides to the public and its participants.

### What security measures are being taken

Use of the marketplace services provided by t2e is protected by issuing individual user names and passwords to the authorised personnel of participant companies and can only be set and changed by them. SSL encrypted communication is used between the web server and a browser to ensure the privacy and security of t2e's web server and user browsers.

All data is held on secured servers featuring:

- Fully Patched with latest Security Updates
- Firewall protection in place to protect all server access
- Controlled Access is limited to authenticated t2e users
- Malware Protection in place and monitored

Backup Procedures are in place and monitored to ensure data is not lost.

t2e internal systems are password protected and only available to authorised t2e staff.

### Retention periods

All telephone calls are deleted thirteen months after they are recorded unless they have been retained for the purposes of law or dispute resolution.

Sensitive information will be retained for so long as that individual is authorised to use t2e's services on behalf of a participant company.

### Is personal data being transferred outwith the EEA?

No personal or sensitive data is transferred outwith the EEA.

### The recipients of personal data and the basis on which they receive it

Personal data can only be accessed by t2e employees for the purposes described in this policy.

### Right to be forgotten

If you are not happy with t2e's cookie use, then you should either not use this site or, having visited the site, you should delete the cookies, or you should browse the site using your browser's anonymous usage setting.

You can ask t2e to update or remove any personal information it holds by emailing to [info@t2e.co.uk](mailto:info@t2e.co.uk) or by writing to the address below:

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