



AREG Membership Terms & Conditions

TERMS USED IN THIS DOCUMENT

AREG	means Aberdeen Renewable Energy Group
you	means the member, or applicant member, of AREG.
Membership Ts & Cs	means these AREG Membership Terms and Conditions (as they may be amended from time to time).
Appendix 1 Appendix 2 Appendix 3 Appendix 4 Appendix 5	Website Terms of Use: Use of the AREG Brand Renewal and Cancellation Policy Unacceptable Behaviour Privacy Policy
Updated	16 February 2024

1.	<p>INTRODUCTION</p> <p>Prior to submitting your application to become an AREG member (Application) please read the Membership Ts & Cs (including the appendices) as you will be asked to agree to them to join or renew with us:</p> <p>When you submit your Application (online, telephone, or email) you agree to become bound by all the Membership T&Cs as a member, subject to acceptance of your Application by us. We reserve the right to decline Applications at our absolute discretion. For all Applications, these Membership T&Cs will be binding from the date we send your welcome pack by electronic means (if you have provided us with your valid email address) or by post.</p> <p>To reduce cost and reduce the use of paper AREG will use electronic means to communicate with you. This includes sending information about your membership status, official notices and voting forms. By becoming a member, you agree to this, however if you wish to receive these items by postal means instead then please inform us.</p> <p>As a member it is your responsibility to ensure contact details are up to date. AREG will be deemed to have served notice and sent any communication intended for you by sending any communication to the last address or email address provided by you to us.</p>
2.	<p>AREG – WHO WE ARE</p> <p>AREG is the original energy transition organisation.</p> <p>AREG Vision - To be a leading accelerator of the transition to renewable energy, enabling the supply chain to access opportunities in the UK and overseas.</p> <p>AREG Mission - To help our members take advantage of renewable energy opportunities and champion the sector.</p>

	<ul style="list-style-type: none"> • We are a not-for-profit company limited by guarantee. • Registered in Scotland under number SC261364. • We were established in December 2003 by Aberdeen City Council which is AREG's sole guarantor. • Our registered office is at Johnstone House, 52-54 Rose Street, Aberdeen AB10 1HA. • Our office is at W-ZERO-1, Hereness Road, Energy Transition Zone, Aberdeen, AB12 3LE • Our telephone number is +44 (0) 1224 868168 • Our website is www.aberdeenrenewables.com • Our email address is info@aberdeenrenewables.com
<p>3.</p>	<p>MEMBER BENEFITS</p> <p>Conditional upon payment of the appropriate fee we will provide you with access to our services and a range of other benefits and discounts, which we directly offer ourselves or with our partner organisations.</p> <p>AREG provides a range of products and services, which we reserve the right to change from time to time and may be subject to additional terms and conditions from us or our partners. Products and services currently include the following:</p> <ul style="list-style-type: none"> • Sharing of early intelligence around market opportunities both in the UK and globally • Invites to industry events and international delegation visits. • Use of AREG brand • Weekly bulletins and monthly newsletters • Webinars online and/or in person • Networking opportunities online and in person • Media opportunities • Access to AREG website and digital channels • Using AREG as an honest broker to make connections • Profile in the AREG member directory • Newsflash for urgent information • Industry publications and events • UK and Scottish policy updates <p>AREG provides five specialist networks open to all members who are encouraged to register their interest in whatever network they consider would benefit their business interests.</p> <p>The five networks are:</p> <ul style="list-style-type: none"> • Supply Chain and Technology • Communications • Policy • Professional Services & Public Affairs • Young Professionals <p>We aim to have each network meet at least three times a year, whether online or in person at central locations. Each network can be sponsored, and for more information on sponsor opportunities contact info@aberdeenrenewables.com</p>

	AREG reserves the right to charge members to attend specific events such as, but not restricted to, conferences, breakfasts, lunches, and dinners.
4.	<p>THIRD-PARTY T&Cs</p> <p>AREG may utilise a third party to provide products or services (including, for example, premises for events). You agree not to do anything which may result in any liability to AREG under such third party's terms and conditions, provided that AREG shall communicate these to you. You will indemnify us from and against all actions, costs, claims, demands and liabilities arising directly or indirectly out of any claim against us by, or liability to, any third party arising out of or connected with your use of any service or content provided, procured or enabled by AREG.</p>
5.	<p>APPLICATION</p> <p>The membership T&Cs are personal to your business and not transferable to any other business or person. The rights and benefits offered to you by AREG will cease when your membership ends, for whatever reason.</p> <p>As a member, you agree that you (and where you are a body corporate, your employees and representatives) will:</p> <ul style="list-style-type: none"> • Abide by and comply with the Membership T&Cs. • Not do, or omit to do, anything likely to bring AREG or its name into disrepute. • Not claim to represent AREG without our prior written authorisation • Pay membership fees within 30 days of receipt of invoice
6.	<p>MEMBERSHIP GROUPS</p> <p>There are three current membership groups as follows:</p> <ol style="list-style-type: none"> 1. Company - All Types 2. Individual – Self-employed/Sole Trader 3. Student/Retired Individual <p>The AREG Board of Directors have overriding discretion at any time to determine the membership group, group eligibility and benefits.</p>
6.1	<p>Company (All Types)</p> <ul style="list-style-type: none"> • This membership group is open to all types of companies (SME's, PLC's, Charities, etc). • Such membership carries the right for employees to attend networking events and get involved with our specialist networks. • Membership will receive intelligence around marketing opportunities within the UK and globally and will be provided with invites to industry events and international delegation visits. • Membership will allow the company to share its news on the AREG website and to feature in social media posts (subject always to our discretion).
6.2	<p>Individual – Self-employed/Sole Trader</p> <ul style="list-style-type: none"> • The membership is open to any sole trader or self-employed individual. • Membership will allow the sole trader/self-employed individual to attend networking events and get involved with our specialist networks.

	<ul style="list-style-type: none"> Membership will allow the sole trader or self-employed individual to share their news on the AREG website (subject always to our discretion). 						
6.3	<p>Student/Retired Individual</p> <ul style="list-style-type: none"> The membership group is open to any currently registered student or a retired individual. Membership will allow the individual to attend networking events and get involved with our specialist networks. 						
7.	<p>MEMBERSHIP FEES Membership fees are set by the AREG Board of Directors. The membership year runs from 1 April to 31 March. Members joining during the year will be required to pay pro-rata of the annual fee.</p> <p>Membership fees for each group per annum is:</p> <table border="1"> <tr> <td>Company</td> <td>£395 + VAT</td> </tr> <tr> <td>Individual</td> <td>£50 +VAT</td> </tr> <tr> <td>Student/ Retired Individual</td> <td>£25 +VAT</td> </tr> </table> <p>The above rates apply from 1 April 2024 and are subject to annual review. Notwithstanding the foregoing, membership fees displayed on the application section of our website will always prevail for all categories of membership. The minimum membership term is for one calendar year and the membership will be set for autorenewal unless otherwise requested</p> <p>We reserve the right to increase the membership fees on an annual basis. You will be informed of any membership fee increase within your membership renewal notice.</p>	Company	£395 + VAT	Individual	£50 +VAT	Student/ Retired Individual	£25 +VAT
Company	£395 + VAT						
Individual	£50 +VAT						
Student/ Retired Individual	£25 +VAT						
8.	<p>RENEWALS Membership will automatically be renewed annually on the 1st of April subject to the Membership T&Cs. Our full Renewal and Cancellation Policy is set out at Appendix 3.</p>						
8.	<p>CANCELLATIONS Membership can be cancelled anytime by letting us know in writing. Cancellation may incur a charge. Our full Renewal and Cancellation Policy is set out at Appendix 3.</p>						
9.	<p>MAKING A COMPLAINT We aim to provide an excellent service to all our members. If we fail to meet your expectations, please do tell us.</p> <p>To register a complaint, please email info@aberdeenrenewables.com</p> <p>A member of staff will acknowledge receipt within five working days. We will investigate the complaint and contact you if we require additional information. On completion of the investigation, we will advise you of the outcome and of any action taken.</p>						
10.	<p>DATA PROTECTION AND USE OF PERSONAL DATA</p>						

	<p>AREG is committed to respecting your privacy and protecting the information you provide to us about you. We hold and process information about you in accordance with our Privacy Policy (See Appendix 5).</p> <p>You warrant that all information provided by you, as part of the membership registration process, is correct, accurate and not misleading.</p>
<p>11.</p>	<p>LIMITATION OF OUR LIABILITY</p> <p>Every effort is made to ensure the accuracy of our newsletters, advice, library articles and any other journals or publications as we may make available to our members from time to time; however, neither we nor the authors can accept liability for errors and omissions within them.</p> <p>If we are liable to you for any reason, our liability will be limited to the value of your annual AREG membership fee.</p> <p>These Membership T&Cs do not and shall not affect your statutory rights as a consumer.</p>

Updated - 20 February 2024

<p>Appendix 1</p>	<p>Website Terms of Use:</p> <p>Your profile is distributed at key conferences and events and provided to the inward delegations that we host. We update the electronic version monthly and produce the print version for distribution as needed.</p> <p>We would encourage you to keep your profile up to date and make sure that we are including the most up to date information to potential new customers and other stakeholders. This would include your company’s profile, contact information, and logo.</p> <p>You can update your profile at any time online by visiting THE website and selecting “Member Login”. You will require a registered email and password. If you don’t have a password, visit the “Member” section on our website. Scroll down to “Member Login” and select “Request a Password”. Your email is required, once completed a system generated password will be sent to you via email. Once received follow the instructions which includes clicking on a link that will return you to our website and you will be able to update your company information.</p> <p>Please ensure your company profile is updated in full (maximum 250 words), company logo (high resolution 300dpi), and social media profiles (if available). Any subsequent edits can be made by visiting the “Member Login” page at any time.</p> <p>If a second contact for billing is required, please add this information to the “Additional Contacts” field</p>
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<p>Appendix 2</p>	<p>Use of the AREG Brand</p> <p>As a Member, AREG grants you a licence to use ‘Aberdeen Renewable Energy Group’ and the initials ‘AREG’ and the current AREG Logo to tell others that you are a member of AREG subject to the following conditions:</p> <ul style="list-style-type: none"> • You may only use the AREG Brand, in accordance with these Membership T&Cs. In particular, you shall not make any representation that you have any relationship with AREG other than that you are a member of it. • You may use the AREG Brand solely in connection with your business and membership attached. • You must not modify the AREG Brand in any way. • You recognise that AREG owns the AREG Brand, including any goodwill and other rights associated with them. You may not permit or sublicense anyone else to use the AREG Brand. • If you become aware of anyone making unauthorised use of the AREG Brand or otherwise passing themselves off as either AREG or a member of it, you shall immediately notify AREG and provide it with full details. You acknowledge that AREG has the sole right to act against any infringement and that any damages recovered shall belong to AREG. • If your membership ceases or is suspended, you must immediately cease use of the AREG Brand, and any similar marks or elements; you must not represent in any way that you are, or were, a member of AREG.
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<p>Appendix 3</p>	<p>Renewal and Cancellation Policy</p> <p>Renewals Subject as follows, membership will automatically continue for an additional year should you not give notice of your cancellation of membership for the following year at least 7 days before expiry of the current term of membership. If you do give such notice, your membership will lapse on the day of expiry of your current membership term.</p> <p>We will send you a membership renewal notice at least one month in advance of the expiry of your current membership term, including your membership renewal price and a reminder of your entitlement to cancel your membership should you wish.</p> <p>Cancellation mid-term You can cancel your membership at any time by letting us know in writing (which may be by email to info@aberdeenrenewables.com). You are not entitled to any refund in respect of any unexpired portion of your membership as the membership fee for the relevant period is payable in full and is non-refundable or transferable.</p> <p>A cancellation fee of £50 will be required for any cancellation save where notice of cancellation of membership for the following year is given at least 7 days before expiry of your current term of membership (see "Renewals" above).</p> <p>Your entitlement to membership benefits will cease on your ending, or suspension or termination of your membership, including but not limited to</p> <ul style="list-style-type: none"> • Any right to use any of AREG’s logos or branding under these Membership T&Cs. • Access to the members ‘only area of our website. • Free attendance at AREG events. • The ability to share member news on the AREG website. • Opportunities for inclusion in AREG media coverage. <p>Suspension or termination of your membership by us We may, in our sole and absolute discretion, suspend or terminate your membership, either in full or in part, and take such other action as we deem appropriate if</p> <ul style="list-style-type: none"> • You do anything or omit to do anything which in our opinion brings, or is likely to bring, AREG or its name into disrepute. • Your membership fee or any other sum or sums due have not been paid by the due date for payment. • You are in breach of these Membership T&Cs • A complaint is made against you (pending investigation). • You behave unacceptably towards AREG personnel, whether in person or through correspondence (without prejudice to the foregoing, you are directed to the terms of Appendix 4). <p>Suspension or termination of membership takes effect upon service on you of notice to that effect.</p>
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If we suspend or terminate your membership under one of the above provisions, the following appeals process will apply:

- You can appeal by serving notice to that effect, including your reasons, in writing to the Operations Manager not more than ten days after notice of the suspension or termination is deemed served upon you.
- The Operations Manager will forward your appeal to an Appeals Committee, which shall consist of at least three AREG Board members.
- The Appeals Committee will notify you in writing of its decision within 15 days of the receipt of your appeal.
- The Appeals Committee's decision is final.

If your membership is terminated under any of the above provisions, you shall remain liable for payment of any outstanding membership fee (and you shall additionally be liable to pay a termination fee of £50). You shall not be entitled to any refund in respect of any unexpired portion of your membership.

We may, at our absolute discretion, re-admit a person who has ceased to be a member by reason of the above provisions. In the case of suspension pending our investigation, your benefits and membership will be reinstated if the investigation clears you of the allegations made.

We may disclose such information to law enforcement authorities as we feel is necessary and reserve the right to publish the names of members whose membership has been terminated for any of the above reasons.

We may also take any other action we deem appropriate. Such action may include taking legal proceedings against you for reimbursement of all costs we have incurred as a consequence of any breach by you, or any person associated with you, of the Membership T&Cs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs).

<p>Appendix 4</p>	<p>Unacceptable Behaviour</p> <p>On occasions situations arise where the actions of members become unacceptable. When this happens, it impacts our ability to provide services and to protect our employees and so we ask the following of our members:</p> <p>Abusive behaviour - AREG expects that members will always treat employees with respect and will not tolerate communication which includes shouting, swearing, aggression, threats, personal derogatory comments, rudeness or any sexual or racial comments directed at the member of staff or any other individual. If this behaviour does occur, the employee has permission to warn the member that this behaviour is not acceptable and if the behaviour continues to terminate the interaction with the member. The employee is also empowered to raise a complaint against the member in these situations. The complaint will be investigated, and appropriate action taken against the member which may include suspension or termination of services and membership.</p> <p>Unreasonable requests or levels of contact - AREG expects our member to act in a reasonable manner when it comes to levels of contact and requests. Requests or levels of contact become unacceptable when they will impact on the work of AREG. This can include requesting to consistently speak to a specific employee, a substantial volume or duration of contact to AREG during a brief period of time or requesting a response in an unreasonable timescale. The impact of this behaviour is the disproportionate amount of employee time taken to deal with these types of interactions which in turn can disadvantage other members of AREG.</p> <p>Reasonable adjustments - We respect all our members and understand that some of them may have disabilities that can impact their communication or the way in which they express themselves. AREG will always aim to make reasonable adjustments if we are asked to do so such as communicating in a different format. We understand that sometimes communication may be frustrating however actions that will negatively impact our employees are not acceptable and we may still refer to our abusive behaviour policy if it is required.</p>
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<p>Appendix 5</p>	<p>AREG Privacy Policy:</p> <p>Introduction</p> <p>Aberdeen Renewable Energy Group (AREG) is the controller of your personal information. We respect your privacy and are committed to protecting it. Personal information means any information about you from which you can be identified, but it does not include information where your identity has been removed (anonymous data).</p> <p>As the controller of personal information, we are responsible for how that data is managed. This Notice sets out how AREG may collect, use, and share information and describes:</p> <ul style="list-style-type: none"> • Principles of data protection. • What information we collect about you. • What our responsibilities to you are. • How we may use and share the information we collect. • Whether information has to be provided by you. • Legal grounds for using personal information. • The measures we have in place to protect and safely store the information we collect. • Retention of the information we collect. • Your choices and rights in respect of the information we hold. • How to contact us. • How to make a complaint; and • Changes to our privacy policy. <p>You'll also find a note of defined words and terms at the end of this Notice.</p> <p>Principles of Data Protection</p> <p>As the 'controller' of your personal information, we have adopted the following principles to ensure that the personal information we hold about you is:</p> <ul style="list-style-type: none"> • Processed fairly and lawfully, and where applicable, and with valid and informed consent. • Obtained for specific and lawful purposes. • Kept accurate and up to date. • Adequate, relevant, and not excessive in relation to the purposes for which it is used. • Not kept for longer than is necessary for the purposes for which it is used. • Processed in accordance with the rights of individuals. • Kept secure to prevent unauthorised processing and accidental loss, damage, or destruction; and • Not transferred to any subsidiary or service provider appointed by AREG where these core principles cannot be met. <p>What information do we collect about you?</p> <p><i>Information collected by us</i></p> <p>We collect personal information about you when you join Aberdeen Renewable Energy Group (AREG) or enquire about membership, contact, or meet with us, book for or attend our events, exhibit, or participate with us in third party events. The information about you which we will collect may include: Name, employer, job title, office and mobile number, email and office address, company website address</p> <p>When using our website, we collect standard internet log information including:</p> <ul style="list-style-type: none"> • IP address
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- Details of the pages you visit
- General details about the type of computer or device that you are using

This is statistical information only which we collect in order to find out the numbers of visitors to our site and the pages they have visited. This information is collected in such a way that it is not used to identify individuals. Where we do collect personal information on the website, this will be made obvious to you through the relevant pages.

Please be aware that our website may provide you with links to other websites. If you follow a link to any other website, please note they have their own privacy notices. We do not accept any responsibility or liability for the privacy and security practices of such third-party websites and your use as such is at your own risk.

What are our responsibilities to you?

As a data controller, we are responsible for ensuring our systems, processes, people, and suppliers comply with data protection laws in relation to the information we handle.

All of our people must abide by this Notice when handling personal data and must take part in any required data protection training. Any breach will be taken seriously and may result in disciplinary action.

We currently have a Data Protection Leader to oversee our compliance with data protection laws and this Notice and provide guidance and advice to AREG and our people as required. Our Data Protection Leader will be responsible for reporting any failures to comply with the data protection legislation.

How we may use and share the information we collect

We may use the information we collect for the following purposes:

- To send news and market intelligence which we believe is of interest to you
- To inform you about our and third-party events
- To inform you about our other activities that we believe will be of interest to you
- Send membership updates, information on services and benefits, renewal notices and invoices, and requests for updated information, contact details, company profile and news
- To inform you about sponsorship and other activities above and beyond membership

How we may share the information we collect

We may share your personal data with the parties set out below for the purposes described above:

- Other businesses, trade enquirers, renewable energy publications, directories and support and development agencies and contractors to the Aberdeen Renewable Energy Group (AREG) responsible for maintaining the website, databases, and financial processing.
- If the business of AREG is sold or integrated with another business your details may also be disclosed to our advisors and any prospective purchasers and their advisors and will be passed on to the new owners of the business. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Notice.

For the avoidance of doubt, we will not share, sell, or trade your personal information with any other third party without your consent.

Whether information has to be provided by you

The provision of your personal information is necessary to enable us to provide services to you. Without this information, we will not be able to fulfil our legal and contractual obligations or provide services to you.

Legal grounds for using personal information

We rely on the following legal grounds to process personal information, namely:

- Performance of a contract: we may need to collect and use personal information to enter into a contract with members or to perform the contract with members i.e. provide our services to you.
- Consent: on occasion we may rely on the consent for the purposes of marketing and providing other information we believe may be relevant, but this will only be done where you have provided consent for these purposes. To withdraw your consent to such use, please email at any time saying “unsubscribe” to info@aberdeenrenewables.com.
- Legitimate interests: we may use your personal information for our legitimate interests to provide information we believe is relevant to you and to market and improve our services.

The measures we have in place to protect and safely store the information we collect

The confidentiality and security of your information is of paramount importance to us. We have appropriate organisational and technical security measures in place to prevent personal information from being accidentally lost or accessed in an unauthorised way. However, no information system can be 100% secure. So, we cannot guarantee the absolute security of your information. We are not responsible for the security of information you transmit to us over networks that we do not control, including the internet and wireless networks.

We have taken appropriate steps to ensure that there are adequate procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Retention of the information we collect

We retain the information we collect for no longer than is reasonably necessary to fulfil the purposes for which we collect the information and to comply with our legal obligations

We retain the information we collect for no longer than is reasonably necessary to fulfil the purposes for which we collect the information and to comply with our obligations.

In relation to members, we retain personal information while membership continues. Thereafter we retain the information for 6 years in case any legal issues arise during that period.

In relation to cases where consent is relied on, we retain information until consent is withdrawn. In such cases we will seek to delete the information held within 1 month.

As set out above where personal data is retained for the purposes of marketing or sharing information and you no longer want to be contacted by us, please email at any time saying “unsubscribe” to info@aberdeenrenewables.com.

	<p>Your choices and rights in respect of the information we hold Personal data must be processed in line with individuals’ rights, including the right to:</p> <ul style="list-style-type: none"> • Access your personal information and request a copy of it. • Require us to correct any mistakes in your information which we hold. • Require the erasure (i.e. deletion) of personal information concerning you, in certain situations. Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with our contractual or legal obligations, we may no longer be able to provide services to you. • opt out at any time to processing of personal information concerning you for direct marketing. • Restrict our processing of your personal information in certain circumstances • In limited circumstances, request the transfer of your personal information to another party. <p>If you would like a copy of your personal data, please email, or write to us at: Aberdeen Renewable Energy Group (AREG), Johnstone House 52-54 Rose Street, Aberdeen AB10 1HA, 01224 868168, info@aberdeenrenewables.com.</p> <p>How to make a complaint If you have any queries concerning your personal information or any questions on our use of the information, please contact AREG by email or at the address above. You also have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues.</p> <p>Changes to this privacy notice We keep this Notice under regular review, and we will notify you by posting notice of the changes in a clear and conspicuous manner on our website www.aberdeenrenewables.com</p> <p>More information Detailed information about your rights under Data Protection legislation can be found on the website of the United Kingdom Information Commissioner, the address of which is (as at the date of this policy) www.ico.org.uk.</p> <p>AREG will have been deemed to have served notice by sending any communication to the last address or email address provided by you to us.</p>
<p>Defined words In this Privacy Policy, the following terms have the following meanings: -</p>	
<p>“client”</p>	<p>any person or organisation to whom AREG provides a service to;</p>
<p>“contact”</p>	<p>an individual who is a contact of AREG including any client, any potential or former client, any supplier, any consultant, or any another professional advisor and any other contact of AREG;</p>

“data”	recorded information whether stored electronically, on a computer, or in certain paper-based filing systems;
“data controller”	a person who or organisation which determines how personal data is processed and for what purposes;
“data protection leader”	the person designated as the Data Protection Leader of AREG
“data protection officer”	the person designated as the Data Protection Officer of AREG from time to time.
“individual” or “you”	the person whose personal data is being collected, held, or processed.
“personal data”	Information which relates to an individual and from which he or she can be identified either directly or indirectly through other data which AREG has or is likely to have in its possession. These individuals are sometimes referred to as data subjects.
“our people”	means members, consultants, employees, temporary workers, and those on work placements providing services to/working for AREG;
“notice”	this Privacy Notice as amended from time to time;
“member”	any person or organisation who has joined AREG;
“principles”	the core data protection principles set out in this Privacy Notice;
“process” or “processing”	any activity that involves use of personal data, including obtaining, recording, or holding personal data, or carrying out any operation or set of operations on personal data including organising, amending, retrieving, using, disclosing, erasing, or destroying it. Processing also includes transferring personal data to third parties or allowing them access to it as set out in this Notice.
“Retention Period”	period of time that AREG retains personal data