

# TERMS AND CONDITIONS

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Welcome to [crp.eco](https://crp.eco), operated by Zero Green Ventures Limited, We are registered in England and Wales under company number 15035936. Please read these Terms and Conditions carefully before using our services. These terms and conditions outline the rules and regulations for the use of our carbon accounting and reporting platform.

By accessing the website, registering an account, or utilising our services, you agree to be bound by these Terms and Conditions. This agreement is between:

- Zero Green Ventures Ltd (referred to as "the Platform", "we", "us", or "our"); and
- You, the customer (referred to as "the customer" or "you").

By accessing this website, we assume you accept these terms and conditions in full. Do not continue to use our services if you do not agree to all of the terms and conditions stated on this page.

## 1. License to Use the Website

Unless otherwise stated, crp.eco and/or its licensors own the intellectual property rights for all material on the website. You may view and print pages for your own business use, subject to restrictions set in these terms and conditions. You must not:

- 1.1. Republish material from this website without credit.
- 1.2. Sell, rent, or sub-license material from the website (unless using an authorised Affiliate or Accountant portal).
- 1.3. Reproduce, duplicate, or copy material for the purpose of creating a competing service.

## 2. Data Security, Isolation, and Encryption

We take the security of your corporate data seriously. By using the platform, you acknowledge our security protocols:

- 2.1. File Isolation: Customer files and attachments are stored in logically isolated storage environments unique to each tenant to prevent cross-tenant access.
- 2.2. Data Segmentation: Database records are hosted in a secure, multi-tenant architecture.

- 2.3. Encryption: All data is encrypted at rest using AES-256 standards and encrypted in transit via TLS.
- 2.4. Cloud Infrastructure: We utilise secure, industry-leading data centers to host your information.

### **3. Data Ownership, Collection, and Usage**

We respect your privacy and protect it in accordance with our Privacy Policy and the UK GDPR.

- 3.1. Input Data Ownership: Raw input data (such as utility bills and travel logs) uploaded to a customer environment remains the property of the customer. The platform acts strictly as a data processor operating under UK GDPR frameworks.
- 3.2. Input Data: You are responsible for the accuracy of the data you upload (utility bills, travel logs, etc.).
- 3.3. AI Extraction: You acknowledge that our platform uses automated tools to extract data from uploaded documents. While we strive for 100% accuracy, users should verify extracted figures before final report submission.
- 3.4. Aggregated Data: crp.eco may anonymize, de-identify, and aggregate customer input data (such as numeric carbon metrics and industry classifications). We reserve the right to use this aggregated dataset for benchmarking, public reporting, and industry-wide carbon trend analysis. This data will be processed so that it is mathematically impossible to identify you, your company, or your suppliers.
- 3.5. AI Infrastructure & Model Training: We utilize enterprise-grade, third-party cloud infrastructure to power automated data extraction. We contractually ensure these third-party providers cannot use your data to train their public models. However, crp.eco reserves the right to use the anonymized, aggregated data described in Section 3.4 to train, fine-tune, and improve our own proprietary machine learning models and internal AI systems. We will never feed raw documents, prompts, or identifiable corporate records into any AI training workflows.

### **4. Offboarding and Data Portability**

- 4.1. Upon the termination or expiration of an organisation's subscription the platform may safely retain the historical data for a maximum period of 60 days.
- 4.2. Data Retrieval: During this 60-day window, the client may request data exports in standard platform formats. After 60 days, crp.eco reserves the right to permanently purge all associated tenant environments and data records from active systems. The platform is under no obligation to maintain or retain records beyond this 60-day period.
- 4.3. Client Migration Exception: If a client wishes to maintain access to their carbon accounting environment independently after the Partner

offboards, crp.eco reserves the right to transition that client into a direct subscription account upon the client's explicit request.

## **5. Features, Upgrades, and Bug Fixes**

- 5.1. Continuous Updates: The Platform reserves the right to deploy updates, feature expansions, and compliance optimisations at any time. Major updates affecting core functionality will be communicated via the platform dashboard or email.
- 5.2. Bug Fix SLAs:
  - 5.2.1. *Critical Bugs*: Defects halting core calculation systems, reporting engines, or security frameworks will be treated with top-tier development priority for rapid deployment.
  - 5.2.2. *Non-Critical Bugs*: Cosmetic flaws, minor UI adjustments, or non-disruptive workflow bugs will be scheduled sequentially into standard development sprints.

## **6. User Obligations and Professional Responsibility**

While using crp.eco, you agree:

- 6.1. Not to use the website for any unlawful purpose.
- 6.2. Not to attempt to gain unauthorized access to our systems or other users' isolated data environments.
- 6.3. Reporting Accuracy: The platform provides tools for carbon calculation and reporting, but the final legal responsibility for the accuracy of the data rests with the user/organisation submitting it to stakeholders.

## **7. Intellectual Property**

All content, including the carbon calculation logic, proprietary algorithms, graphics, and software, is the property of crp.eco or its suppliers.

## **8. Limitation of Liability**

In no event shall crp.eco, its employees, or its agents be liable for:

- 8.1. Any errors in carbon calculations resulting from incorrect user input.
- 8.2. Direct, indirect, or consequential damages arising out of your inability to use the website.
- 8.3. Any loss of data or business interruption, provided that we maintain industry-standard backup and security protocols.

## **9. Amendments and Updates**

crp.eco reserves the right to amend or update these terms at any time. Significant changes will be communicated via the platform or email. By continuing to use the service, you agree to the updated terms.

## **10. Governing Law**

These terms and conditions are governed by and constructed in accordance with the laws of England and Wales, and you irrevocably submit to the exclusive jurisdiction of the courts in that location.