

Terms and Conditions

Small Business Research & Enterprise Centre Membership

Information about us

The [Small Business Research & Enterprise Centre \("SBREC"\)](http://www.cityoflondon.gov.uk/sbrec) is operated by the City of London Corporation ("the Authority"). For more information, please visit www.cityoflondon.gov.uk/sbrec

All Membership

- Membership is for your sole and personal use and is not transferable.
- Membership is open to UK residents, aged 16 and over.
- Membership is valid in the UK only.
- Membership is open to organisations who have:
 - Fewer than 250 employees
 - Turnover of less than £25m
 - Gross assets of less than £12.5m

NB membership is not open to organisations who do not meet the above criteria

The Small Business Research & Enterprise Centre is open for Members only.

Access (free) membership:

- **Access (free)** membership is valid for one year, which can be renewed at the end of the year.
- Your Membership ID will give you remote access to the following specialist databases:
 - Business Source Premier
 - Cobra
 - European Newsstream
 - Exporters Almanac

Please adhere at all times to the downloading limits when accessing the information. These are stated on the landing page, where you access the databases, or please ask staff for clarification/information. **Downloads in excess of these limits may result in immediate cancellation of your membership.**

Subscription membership:

- **Subscription** Membership is valid for one year. The cost of the Subscription Membership is £189. **Your membership will renew automatically** unless you let us know you want to cancel at the end of the year. You will be emailed in the final month of your subscription, reminding you of your upcoming renewal. Prices are subject to change. Your Membership Number will give you remote access to the following specialist databases:



- Fame **Please note there is a daily download limit of a list of 100 companies or 5 full company reports.**
- Global Trade Tracker
- GlobalData
- IBISWorld
- Statista
- Business Source Premier
- Cobra
- European Newsstream
- Exporters Almanac

Please adhere at all times to the downloading limits when accessing the information. These are stated on the landing page, where you access the databases, or please ask staff for clarification/information. **Downloads in excess of these limits may result in immediate cancellation of your membership, and we reserve the right to take enforcement action against you if any of the downloading conditions are breached.**

Accessing the internet

- The internet may be accessed in the Small Business Research & Enterprise Centre and is conditional upon compliance with the terms of service below. All information that is downloaded is for personal use only and cannot be sold or passed on to a third party unless permitted by relevant Copyright laws.
- Any misuse of the internet in the Small Business Research & Enterprise Centre will result in termination of use.
- The Small Business Research & Enterprise Centre cannot accept responsibility for technical failure that is beyond the Small Business Research & Enterprise Centre's control.

Content of resources

- The Small Business Research & Enterprise Centre regularly reviews its databases, and the list of available databases is always subject to change.
- The Small Business Research & Enterprise Centre shall not be held liable for any inaccuracies in the information provided by the database suppliers.

Other costs

If you use a debit or credit card that has been issued by a non-UK bank, the issuer may charge you a transaction fee. If you are not sure, please check with your bank or credit card issuer to find out if such charges will be applied to you; the Small Business Research & Enterprise Centre is not responsible for any such charges.



Membership ID

Joining remotely:

- After you have completed your online application to join, your Membership ID will be emailed to you, within two working days.

Joining in person:

- Membership is subject to you providing one form of ID with your full name and address, eg full driving licence, utility bill or bank statement dated within the last 3 months, tenancy agreement.
- ID can be in printed or in electronic format.
- Your Membership ID will be emailed to you for your records.

Membership Cancellation

- You can cancel your Subscription Membership within 30 days of purchase by contacting the Small Business Research & Enterprise Centre at sbrecmembership@cityoflondon.gov.uk and receive a full refund (minus administration costs) only if resources have not been accessed remotely. No refund will be given if your membership has been used to access the databases remotely, and you will be required to meet the full cost of the Subscription Membership.
- Access (free) memberships can be cancelled at any time by contacting the Small Business Research & Enterprise Centre at sbrecmembership@cityoflondon.gov.uk
- Misuse of the membership Terms and Conditions will result in cancellation of membership with no refund.

Data Protection

The City of London Corporation is the data controller for any personal data that you provide to the Small Business Research & Enterprise Centre, and processes personal data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The Small Business Research & Enterprise Centre will share your Membership ID with its data providers and your email address may be shared with the Small Business Research & Enterprise Centre's data providers for the sole purpose of sending you a link, so you can access their information.

The data providers are (database titles in parentheses): Bureau van Dijk (Fame); Zen Innovations AG (Global Trade Tracker); IBISWorld Ltd (IBISWorld); GlobalData Plc (GlobalData); Cobweb Information Ltd (Cobra); The Reference Data Exchange Ltd (Exporters Almanac); ProQuest (European Newsstream); EBSCO Industries, Inc (Business Source Premier), Statista (Statista).

For full details of how and why the City of London Corporation processes personal data, please refer to the full privacy notice at www.cityoflondon.gov.uk/privacy-notice. Alternatively, you can request a hard copy. Please direct all data protection queries to the Information Compliance Team at information.officer@cityoflondon.gov.uk.





Communication

The Small Business Research & Enterprise Centre team will always treat all our members and visitors with respect, and we ask that all our members and visitors do the same. Please note therefore that we do have a few standard requirements we ask all our members and visitors to adhere to:

Please always treat our staff and fellow customers with respect. SBREC is a professional business centre, and we expect our members and visitors will behave accordingly. We do not accept inappropriate behaviour, including but not limited to physical assault or [perceived] threat of violence, [direct or indirect] verbal abuse, threats, shouting, intimidation, spitting or any other anti-social behaviour. When at the Centre please refrain from eating and smoking, and ensure you follow usual standards of hygiene. We reserve the right to cancel your membership should your behaviour be deemed inappropriate or unprofessional.

Complaints procedure

If you have a complaint about the Small Business Research & Enterprise Centre service, please email Alexandra Leader, Business Engagement Manager Alexandra.leader@cityoflondon.gov.uk

Changes to Terms and Conditions

We reserve the right to amend the terms and conditions at any time to ensure that we remain compliant with relevant laws and regulations.

These terms and conditions were published on 02/03/2023. Please check regularly for updates.

