



Terms and Conditions

Small Business Research & Enterprise Centre Membership



Information about us

The Small Business Research & Enterprise Centre (“SBREC”) is operated by the City of London Corporation (“the Authority”). For more information about the service, 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 pre-startups and 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 £229. **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:

- Global Trade Tracker
- GlobalData*
- IBISWorld*
- Statista
- Business Source Premier
- Cobra
- European Newsstream
- Exporters Almanac



*We are required to send your email address to IBISWorld and GlobalData for them to set up dedicated access for you and we are required to send Moodys (publishers of Fame) your name, email address (non-generic servers only), your company name and website. Please let us know if you prefer not to have your information shared with these three providers. They do not pass on your email to any 3rd party.

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 number will be emailed to you, within two working days. If you subsequently use the Centre, you will be required to upload a passport-style photograph on your membership record and on your first visit you will be required to show one form of ID.



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 number will be emailed to you for your records.
- To use the Centre, you will be required to upload a passport-style photograph on your membership record.

Photo ID:

- To use the Business Centre in person you will be required to upload a passport-style photograph on your membership record to ensure your membership is not used fraudulently.

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 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.

Use of the Business Centre

The Small Business Research & Enterprise Centre is available for all SBREC members equally. To enable a comfortable and safe shared work and research environment, please be mindful of other members and ensure the space is shared.

- To use the Centre, you will be required to upload a passport-style photograph on your membership record and on your first visit you will be required to show one form of ID.
- Short meetings may be conducted in the research/workspace area on the lower-ground floor. For meetings longer than 15 minutes low-cost rooms hire is available, from £27ph, and the ground floor level may be used without charge.
- A phone pod is available in the work and research area for confidentiality and privacy when making calls. This can be used for up to 15 minutes, to ensure it is available for all customers.
- The Centre cannot be used as a registered or trading address, or as a delivery address for post.
- Smoking and vaping are not permitted anywhere inside the Business Centre.
- Except for pre-arranged events, hot food may not be eaten in the lower ground floor. Cold food may not be eaten at the Centre's customer computer desks.
- Except for pre-arranged events, alcohol may not be consumed in the Centre.
- When not using a space, please keep your belongings with you to ensure desk space is available for others and clear away any rubbish you may have in the bins provided.
- For the safety of all, please ensure you do not create trip hazards such as cables or bags.
- The Centre may be required to close at short notice. SBREC will provide as much notification as possible on the website and socials but please contact the Centre before you visit to check availability.



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 UK General Data Protection Regulation (GDPR). The Small Business Research & Enterprise Centre will share your Membership ID with its data providers, and your name, email address, company name and website 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): 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 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 Wendy Foster, SBREC Manager wendy.foster@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 22/12/2025. Please check regularly for updates.

