



# Aurora Privacy Notice



This privacy notice sets out how Aurora Energy Research Limited, Aurora Energy Research Pty Limited or Aurora Energy Research GmbH (“Aurora”) uses and protects any personal data that you give Aurora when you use this website, contract for any services that we provide, or otherwise interact with us.

Aurora is committed to ensuring that your privacy is protected. Should we ask you to provide certain personal data by which you can be identified when interacting with us either directly or via our website, you can be assured that it will only be used in accordance with this privacy statement.

Aurora may change this notice from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This notice was last updated in November 2020.

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## 1. Who we are

AURORA ENERGY RESEARCH LIMITED is the controller and responsible for your personal data.

We have appointed a data privacy manager. If you have any questions about this privacy notice or our data protection practices please contact the data privacy manager.

### CONTACT DETAILS

Name or title of data privacy manager: Caroline Turner, Head of Operations

Email address: [privacy@auroraer.com](mailto:privacy@auroraer.com)

Postal address: Aurora Energy Research Limited. Second Floor, 2-3 Cambridge Terrace, Oxford OX1 1TP

## 2. What we collect

Personal data means any information about an individual from which that person can be identified, or any information about an identifiable individual. It does not include data which cannot be connected to an identifiable individual (anonymous data).

There are different types of personal data about you which we might collect, use, store or transfer. We have grouped these together as follows, and provided some illustrations of the type of personal data which might fall into each grouping:

- **Identity Data** could include your first name, maiden name, last name, username or similar identifier, marital status, title, date of birth or gender
- **Contact Data** could include your billing address, delivery address, email address, telephone numbers or another unique identifier for use with electronic communications
- **Financial Data** could include bank account and payment card details
- **Transaction Data** could include details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** could include your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and information about other technology on the devices you use to access this website
- **Profile Data** could include your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses

- **Usage Data** could include information about how you came to and leave our website, and how you use our website, products and services
- **Marketing and Communications Data** could include your preferences in receiving marketing from us and your communication preferences.

We can also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will only be used in accordance with this privacy notice.

We do not usually expect to collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

- Neither our website nor our services are intended for children and we do not expect to process the data of anyone under 18 years of age.

## 3. How we collect your personal data

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
  - ask for information about our products or services;
  - create an account on our Aurora EOS platform;
  - express an interest in a career with us;
  - request marketing to be sent to you;
  - or give us feedback or contact us.
- If any personal data that you have provided to us subsequently changes, we will endeavor to update the records as quickly as we can, so please let us know promptly.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data and Usage Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our cookie policy [\[LINK\]](#) for further details.

- **Generated Data.** We may generate Transaction, Usage, Marketing and Communications Data about you, by way of records of the direct and automated interactions that you have with us or our website.
- **Third parties.** We may receive personal data about you from various third parties as set out below:
  - a) analytics providers;
  - b) lead generators and referrers; and
  - c) search information providers.

## 4. What we do with the personal data we gather

We require this personal data to understand your needs and provide you with a better service, and in particular for the following reasons:

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer or a user of the Aurora EOS platform	(a) Identity (b) Contact	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to provide you with access to our products and services)
To administer aspects of our contract with you including: <ul style="list-style-type: none"> <li>• Manage billing and invoicing together with associated payments</li> <li>• Collect and recover money owed to us</li> <li>• Internal record keeping</li> </ul>	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	<ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• Necessary for our legitimate interests (to recover debts due to us)</li> <li>• Necessary for our legitimate interests (the good administration of our business and supporting regulatory compliance)</li> </ul>
To manage our relationship with you which will include: <ul style="list-style-type: none"> <li>(a) Notifying you about changes to our terms or privacy notice</li> </ul>	(a) Identity (b) Contact (c) Profile	(a) Performance of a contract with you  (b) Necessary to comply with a legal obligation

(b) Asking you to leave a review or take a survey	(d) Marketing and Communications	(c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services in order to improve them)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  (b) Necessary to comply with a legal obligation
To customise the website content to your preferences and to email marketing to you and measure or understand the effectiveness of the advertising we serve to you  To contact you with invitations to/information about events that we organise or participate in	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about new products, special offers or other information that may be of interest to you	(a) Identity (b) Contact (c) Technical	Necessary for our legitimate interests (to develop our products/services and grow our business)

	(d) Usage  (e) Profile  (f) Marketing and Communications	
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## 5. Security & Retention

We have built our website using industry-standard encryption and authentication tools to protect the security of personal data.

We also use technological measures such as secure routers and firewalls to help protect personal data. Information collected through the website is encrypted before it travels over the Internet using industry-standard technology for conducting secure online transactions. Unfortunately, because of its nature, we cannot guarantee against the loss or misuse of personal data transmitted over the Internet.

We will only keep your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## 6. How we use cookies

Aurora uses Universal Analytics cookies to compile usage reports and to help improve the company website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited.



Aurora uses Cloudflare security cookies to help identify trusted web traffic from shared IP addresses, it is essential in helping us identify trusted web traffic to the company's website. To learn more about Aurora's cookie policy, read [here](#).

## 7. Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any personal data which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## 8. Controlling your personal data

You may choose to restrict the collection or use of your personal data in the following ways:

- if you have previously agreed to us using your personal data for direct marketing purposes, you may change your mind at any time by clicking the link in any email that you receive from us
- you can also write to or email us at [privacy@auroraer.com](mailto:privacy@auroraer.com)

In addition, under certain circumstances, you have rights under data protection laws in relation to your personal data including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). These rights include the right to:

- **Request access to your personal data** (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction of the personal data that we hold about you.** This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure of your personal data.** This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- **Object to processing of your personal data** where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction of processing of your personal data.** This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - If you want us to establish the data's accuracy.
  - Where our use of the data is unlawful but you do not want us to erase it.
  - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
  - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer of your personal data to you or to a third party.** We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

**HOW TO EXERCISE YOUR RIGHTS:** Please contact us. You can e-mail us at [privacy@auroraer.com](mailto:privacy@auroraer.com) or write to us at Aurora Energy Research Limited, Second Floor, 2-3 Cambridge Terrace, Oxford OX1 1TP. Please mark any correspondence "Data Subject Rights Request".

**NO FEE USUALLY REQUIRED:** You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

**WHAT WE MAY NEED FROM YOU:** We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

**TIME LIMIT TO RESPOND:** We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you

have made a number of requests. We will promptly correct any personal data found to be incorrect. In this case, we will notify you and keep you updated.

## 9. Sharing your personal data

We may disclose your personal data to our agents or sub-contractors for the purposes identified above. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not generally allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We will not sell, distribute or lease your personal data to third parties unless we have your permission or are required by law to do so. We may use your personal data to send you promotional information about third parties which we think you may find interesting, or share your data directly with them to enable them to do so, if you tell us that you wish this to happen. You can change your mind about this at any time.

We may provide your personal data (to the limited extent necessary) to third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. 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 privacy policy.

We may disclose your personal data without your permission to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

## 10. International Transfers

We share your personal data within the Aurora Group. This may involve transferring your data outside the European Economic Area (EEA). In addition, some of our external third parties are based outside the EEA so their processing of your personal data will involve a transfer of data outside the EEA.

It follows that, after Brexit, these transfers will also involve a transfer outside the UK for the purposes of the UK Data Protection Act 2018.

Whenever we transfer your personal data out of the UK and/or the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission or by the UK Secretary of State (as applicable).

- Where we use certain service providers, we may use specific contracts approved by the European Commission or the UK Secretary of State (as applicable) which give personal data the same protection it has under GDPR or the UK Data Protection Act.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA or the UK.

## 11. Further Information

If you have any questions about this privacy notice or the processing of your personal data by Aurora Energy Research Limited, Aurora Energy Research Pty Limited, or Aurora Energy Research GmbH, please contact:

Meng He, Legal Counsel

Email: [privacy@auroraer.com](mailto:privacy@auroraer.com)

Address: Aurora Energy Research Limited. Second Floor, 2-3 Cambridge Terrace, Oxford OX1 1TP