

Charging

SUMMARY OF PRINCIPLES:

- *As a not-for-profit company DBRC's charging policy will be transparent to its users*
- *DBRC is a service provider. All charges are set to meet the costs of providing data services.*
- *DBRC charges are set to differentiate between users.*

1. POLICY STATEMENT

- 1.1. DBRC is a not-for-profit company which provides an Environmental Information Service for a range of users across Derbyshire. The cost of running the service must be met by its users in order to ensure a sustainable service.
- 1.2. DBRC charges are set to recover the costs of accessing, collating, processing and managing data, as well as supplying data to end users. These costs include staff time and the overheads associated with running the DBRC. No charge is made for the actual data or information which is passed on to users, as DBRC is neither the owner of the data, nor in general did it bear the cost of data collection.

2. STATEMENT OF PROCEDURE

- 2.1. DBRC will operate its charging policy in a transparent manner, telling customers how much they will be charged and only proceeding once the customer agrees to the charge.
- 2.2. Example charges will be available online and where possible estimates will be given online and agreed as part of the data request. However, where an online estimate is not possible, DBRC will ensure a quote is sent within 2 days of receiving the request and will only move forward once the quote has been agreed.
- 2.3. Upon receiving a Data Request, DBRC will follow the procedures laid out in *Policies and Procedures document*.
- 2.4. DBRC will operate a system of numbered invoices, which will be sent soon after the service is delivered. Payment terms will be 30 days. Payment of overdue invoices may be sought through written and/or telephone contact.
- 2.5. Where Service Level Agreements (SLAs) contain an element of allocated contact time or a number of data requests, DBRC will implement a time or data request recording system, allowing SLA holders to see what remains of their allocation.

3. HOW CHARGES WILL BE APPLIED

- 3.1. DBRC reserves the right to make reasonable charges for the services it provides,



however the following users will usually (unless excessive time is taken) be exempt from charges:

- School and University Students.
 - Academic researchers
 - Local expert recorders and recording groups
 - National expert recorders and recording groups
 - Members of the public
 - Charities whose primary function is the conservation of wildlife and only for information on land that they manage or own
- 3.2. DBRC operates an online Data Request process and will generally only respond to data requests submitted using this method. Those making a Data Request must select which type of user they are from those set out below and this will be used to determine whether a charge will be applied and what type of data they receive.
- Commercial – For use by Ecological Consultants, Planning Consultants, Developers etc.
 - Non-commercial – Only for use by researchers or students registered with an academic body or for use by the public for personal interest.
 - Neighbourhood Plan – For Parish Councils only.
- 3.3. Chargeable Data Requests will be based primarily of the area searched and the type of data requested. To simplify the Data Request and pricing process, DBRC uses the following Search Packages, which also include sites and habitats:
- Package A: Priority Species, Sites & Habitats 1km buffer
 - Package B: Priority Species, Sites & Habitats 2km buffer
 - Package C: Priority Species, Sites & Habitats 5km buffer
 - Package D: Specific Species – Bats & roof-nesting birds 1km
- All Packages allow polygons to be specified before the buffer is applied. As such prices are shown 'from', so that the size of the specified polygon and its buffer can be used to calculate the price of the specified package.
- 3.4. Charges set out below are dependent on the following considerations:
- Whether the information being used as part of a commercial activity, for example to develop land
 - If the user is part of a project with funding available for data or information services
 - If the user has a Service Level Agreement (SLA) with DBRC
 - Whether the user is a Wildlife Charity
- 3.5. Where a chargeable Data Search is carried out and produces no search results a charge of £15 + VAT will be made.
- 3.6. A discount will be applied to chargeable data requests which cross the boundary with a neighbouring LERC.
- 3.7. For reactivation of an eMapper link after its 6 months expiry date, and if required



the refresh of data, the enquiry will be charged at 50% of the original data search charge.

- 3.8. DBRC will review its charges regularly and inform its main users before any change comes into operation.

