

True Food Community Co-operative

Privacy Notice for Members

Who are we?

True Food Community Co-operative is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 & regulated by the Financial Conduct Authority (FCA).

Our full privacy policy is explained below, but the main points are:

- We only ever ask for what we really need to know
- We collect and use the personal data you share with us transparently, honestly and fairly.
- We will always respect your choices around the data you share with us
- We will put appropriate security measures in place to protect the data you share with us
- We will never sell your data.

What will we do to ensure your data is secure?

- Train staff and members who process data
- Store data securely
- Check third party security

Why are we able to process your data?

We can only process your personal data if we have a lawful basis as defined by the Data Protection Act 2018. For True Food this is usually because we have a legitimate reason to do so.

We will only use your data for the purposes for which you have given it to us. If we have asked you for your consent, for example to receive marketing material, you can withdraw that consent at any time.

Contact

Our Business Manager is responsible for our data protection policies and procedures.

Your Rights

- You have the right to ask us for copies of your personal data. There are some exceptions to this but these would be explained.
- You have other rights such as erasing personal data, or restricting processing, in certain circumstances.
- We have an obligation to ensure that your data is accurate.
- If you have any questions or concerns about your data being processed by True Food please contact our Business Manager businessmanager@truefood.coop
- You have a right to complain about our handling of your data to us or to the Information Commissioners Office at ico.org.uk

Data Retention

We will keep your data only as long as we have a legitimate use for it or have a contractual or legal obligation to keep it. We carry out an annual audit to ensure we comply with this.

In some circumstances we will ask for your consent to process your personal data – for example to receive marketing. You can withdraw your consent at any time. In the table below we list all the legal bases for processing your personal data.

Changes to this Policy

We keep this policy under review to keep it relevant and up to date. The policy may change from time to time. An up to date version will always be available on our website www.truefood.coop and in our office.

Full Policy on Data Protection

This is available on our website and available from the shop.

This Table sets out in full what data we collect, why, and how we use it.

Data we store and use	Where we get it from	Where we store it	Why we collect it /What we use it for	Who Has Access to it/Uses it?	Who is it shared with outside True Food	Lawful basis
Your Name	Membership Application Form	<p>Membership Database on our website www.truefood.coop</p> <p>Membership Application form hardcopy kept by Membership Secretary (member volunteer)</p>	<p>Welcome new members</p> <p>Requirement of Co-operative and Community Benefit Societies Act 2014 Part 3 (S) 30 &</p> <p>Requirement of True Food Community Co-operative Constitution (S) 7</p>	<p>Chair, staff member responsible for new members</p> <p>Member responsible for Volunteering Management</p> <p>Member responsible for Emailing News etc to members</p> <p>Membership secretary</p>	<p>3Rings Volunteer Management System</p> <p>MailChimp Email system</p> <p>True Food Website Provider (Loud-n-Clear)</p>	Legal requirement
Your Address	Membership Application Form	<p>Membership Database on our website www.truefood.coop</p> <p>Membership Application form hard copy kept by Membership Secretary (member volunteer)</p>	<p>Writing to members if email not appropriate or possible</p> <p>Requirement of Co-operative and Community Benefit Societies Act 2014 Part 3 (S) 30 &</p> <p>Requirement of True Food Community Co-operative Constitution (S) 7</p>	Chair, staff, members in selected roles as above	True Food Website Provider (Loud-n-Clear)	Legal requirement

Data we store and use	Where we get it from	Where we store it	Why we collect it /What we use it for	Who Has Access to it/Uses it?	Who is it shared with outside True Food	Lawful basis
			Monitoring how well our membership is spread across Reading	Business Manager, Chair		
Your Email	Membership Application Form	Membership Database on our website www.truefood.coop Membership Application form hardcopy kept by Membership Secretary (member volunteer) True Food Laptops	Agreed form of contact for news, business updates, formal calling notices, calls for voluntary help. Welcome new members	Staff members, Chair, Members in selected roles Chair, Membership secretary, Member responsible for new members	3Rings Volunteer Management System MailChimp Email system	Legitimate interest
Your Phone Numbers	Membership Application Form	Membership Database on our website www.truefood.coop Membership Application form hardcopy kept by Membership Secretary (member volunteer)	For convenience In Case of Emergency or at short notice	Staff Membership secretary	True Food Website Provider (Loud-n-Clear)	Legitimate interest
The amount you have invested	Membership Application Form	Membership Database on our website www.truefood.coop	Report to Financial Conduct Authority	Finance Manager	True Food Website Provider (Loud-n-Clear)	Legal requirement

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		Membership Application form hardcopy kept by Membership Secretary (member volunteer)		Membership secretary		
The date you join/leave	Membership Application Form	Membership Database on our website www.truefood.coop	Report to Financial Conduct Authority	Chair, Finance manager, Member responsible for new members	True Food Website Provider (Loud-n-Clear)	Legal requirement
		Membership Application form hardcopy kept by Membership Secretary (member volunteer)		Membership secretary		
Your preferred activities	Membership Application Form	Membership Application form hardcopy kept by Membership Secretary (member volunteer)	Management of active membership	Business Manager		Legitimate interest
				Chair Members in selected roles		
Your Emergency contact details (shop volunteers)	Form in shop	Shop folder	In case of Emergency when volunteering in shop	Staff		Legitimate interest