

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 Development Lead 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 Development Lead busdev@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	<ul style="list-style-type: none"> Membership Register on our One Drive Website members area 3rings volunteering database 3r.org.uk Mailchimp mailing list Hardcopy in Business Development Mgr locked cupboard 	<ul style="list-style-type: none"> Welcome and integrate new members Requirement of Co-operative and Community Benefit Societies Act 2014 Part 3 (S) 30 & Requirement of True Food Community Co-operative Constitution (S) 7 Part of processing membership - enabling communication and adding to systems 	Chair, staff members responsible for new members, and members responsible for: volunteering management, emailing News etc to members, and supporting the membership process	<ul style="list-style-type: none"> 3Rings Volunteer Management System MailChimp Email system True Food Website host (Oscura) 	Legal requirement
Your Address	Membership Application Form	<ul style="list-style-type: none"> Membership Register on our One Drive Hardcopy in Business Development Mgr locked cupboard 	<ul style="list-style-type: none"> Writing to members if email not appropriate or possible Requirement of Co-operative and Community Benefit Societies Act 2014 Part 3 (S) 30 & requirement of True Food Community Co-operative Constitution (S) 7 Monitoring how well our membership is spread across Reading 	Chair, staff, members in selected roles as above	N/A	Legal requirement
Your Email	Membership Application Form	<ul style="list-style-type: none"> Membership Register on our One Drive Website members area 3rings volunteering database 3r.org.uk Mailchimp mailing list Hardcopy in Business 	Welcoming new members and then agreed form of contact for news, business updates, formal calling notices, calls for voluntary help.	Chair, staff members responsible for members, and members responsible for: volunteering management, emailing News etc to members, and supporting the membership process	<ul style="list-style-type: none"> 3Rings Volunteer Management System MailChimp Email system True Food Website host (Oscura) 	Legitimate interest

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		Development Mgr locked cupboard <ul style="list-style-type: none"> True Food laptops 				
Your Phone Numbers	Membership Application Form	<ul style="list-style-type: none"> Membership Register on our One Drive 3rings volunteering database 3r.org.uk Hardcopy in Business Development Mgr locked cupboard 	For convenience In Case of Emergency or at short notice	Staff and members responsible for member administration	<ul style="list-style-type: none"> 3Rings Volunteer Management System 	Legitimate interest
The date you join/leave	Membership Application Form	<ul style="list-style-type: none"> Membership Register on our One Drive Hardcopy in Business Development Mgr locked cupboard 	Report to Financial Conduct Authority	Chair, Finance manager, Members responsible for new members		Legal requirement
Your preferred activities	Membership Application Form	<ul style="list-style-type: none"> Membership Register on our One Drive Hardcopy in Business Development Mgr locked cupboard 3rings volunteering database 3r.org.uk 	Management of active membership	Business Development Lead, staff and members responsible for member administration	<ul style="list-style-type: none"> 3Rings Volunteer Management System 	Legitimate interest
Your Emergency contact details (shop volunteers)	Form in shop	Hard copy in shop folder on filing shelves	In case of Emergency when volunteering in shop	Staff only		Legitimate interest

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The amount you have invested	It's a standard amount (£1)	Member Register on our One Drive	Report to Financial Conduct Authority	Finance Manager		Legal requirement