

East Knoyle Community Shop Privacy Policy

1. Introduction

The East Knoyle Community Shop is committed to protecting and respecting your privacy. This privacy policy sets out the basis on which any personal information we collect from you or that you provide to us, will be processed by us across all our shop operations.

Please read it carefully to understand our views and practices regarding your information and how we will treat it.

For the purpose of applicable UK data protection legislation, the data controller is East Knoyle Community Shop (referred to as 'we', 'us' or 'the Management Committee' in this Policy).

2. Information we may collect from you

- Name and contact information you provide in applying for membership of our shop (which includes application for a Shop account).
- Name and contact information you provide by filling in contact forms, or by agreeing to join our mailing lists.
- Name and contact information you provide in connection with your support to our operations, for example, by volunteering your time at the shop or on our committees, or by attending our events.
- Financial details you supply to us where you buy our shop goods or services.

3. Where we store your personal data

Your information will be stored on the office computer (i.e. membership details, volunteer details, account holder details). We will remove your stored information if/when you no longer wish to continue as an account holder or volunteer. We also keep physical files (i.e. account holders, volunteer contact details), which are filed away in a locked cabinet in the office.

4. How we use your information

We will use your personal data in the following circumstances :

- To update you on our shop services where you have consented to be contacted for such purposes.
- To administer and manage your membership, for example, to ensure that our membership records are up to date.
- To administer and manage your involvement in the delivery of our services and events, for example in a volunteering capacity.
- To notify you about changes to our services.

5. Disclosure of your information

We may have to share your personal data with others in the following circumstances :

- To members of our shop team, for the purposes set out above.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation.
- To protect the rights, property, or safety of our shop, customers, or others.

6. **Data security**

We have measures in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal data to our shop volunteers, as and when absolutely necessary, for functions relating to your account or membership of the Association.

If we suspect any security breach, we will notify you and any applicable regulator of a breach where we are legally required to do so.

7. **How long will we use your personal data for?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

8. **Your rights/Contacting us**

Please contact shop@wrensshop.co.uk to exercise the following rights:

- Withdraw consent at any time to receiving updates or other communications about our Shop.
- Request access to your personal data.
- 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.
- 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 to retain it.
- Object to processing or request restriction of, processing of your personal data in certain circumstances.

9. **Changes to our Privacy Policy**

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by email.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to shop@wrensshop.co.uk