

Protecting your privacy

Village Greens Community Co-operative (Prestwich) Ltd

1. Introduction

This Privacy Notice explains the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We know that there's a lot of information here but we want you to be fully informed about your rights, and how Village Greens uses your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

2. Members

The law requires us to hold information about members including Date of Birth. This is held in a Register of Members which is updated immediately when changes are notified. No sensitive information such as ethnicity, health issues etc is held in this register and the details of an individual member are available to that member on request.

3. The General Data Protection Regulations

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including: **Consent**

In specific situations, we can collect and process your data with your consent.

For example, when you tick a box to receive email newsletters.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

Contractual obligations

In certain circumstances, we may need your personal data to comply with our contractual obligations.

Legal compliance

If the law requires us to, we may need to collect and process your data.

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

For example, we may use your purchase history to make available personalised offers.

We may also combine the shopping history of many customers to identify trends and ensure we can keep up with demand, or develop new products/services.

We may also use your address details to send you direct marketing information by post, telling you about products and services that we think might interest you

- When you visit our website,
- When you engage with us on social media.
- When you contact us by any means with queries, complaints etc.
- When you ask one of our staff to email you information about a product or service.
- When you enter prize draws or competitions.
- When you book any kind of appointment with us or book to attend an event.
- When you choose to complete any surveys we send you.
- When you comment on or review our products and services. Any individual may access personal data related to them, including opinions.
- When you fill in any forms. For example, if an accident happens in store, a member of staff may collect your personal data.

4. Taking Data Protection Seriously

- We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

Sharing Data

We currently have no reason and no intention to share any data with third parties. Should this position change we will seek prior approval.

There are several ways you can stop direct marketing communications from us:

- Click the 'unsubscribe' link in any email communication that we send you. We will then stop any further emails from that particular division.

- Write to **The Secretary, Village Greens**.Community Co-operative Ltd, Unit 1 Longfield Centre, Prestwich, Manchester, M25 1AY

Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

5. Contacting The Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling **0303 123 1113**.

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)