

LOW CARBON CHILTERNES CO-OPERATIVE LIMITED

This is the **privacy notice** of Low Carbon Chilternes Co-operative Limited. It explains why we collect personal information, how we use it and the legal rights of people whose personal information we hold.

Why do we collect personal information?

We collect, use and store personal information for our legitimate business interests, the legitimate interests of our Members and the general public, and so that we can:

- administer our membership records and activities including fundraising
- maintain our own accounting records
- if necessary, confirm someone's identity
- obtain legal advice
- recover debts
- bring or defend legal actions
- detect crime and prevent fraud
- understand our Members' needs and requirements
- comply with the Friendly and Industrial and Provident Societies Act requirements and other legal obligations
- send information and documents about company matters
- notify changes to our services
- deal with complaints
- pay share interest to our Members

What sort of personal information do we collect?

Personal information is anything that can identify a living person. The information we collect may include:

- name and address
- telephone number and email address
- bank account details

How do we store personal information?

Information is held only by Committee members either in personal computer files which are password protected or in the cloud in an encrypted database protected by strong authentication.

Sharing personal information

We share personal information with our fellow Committee Members. They run our day-to-day business.

We may also give personal information to fraud prevention agencies. The police and other law enforcement authorities can ask for personal information to detect or prevent crime or to comply with legal obligations. If they ask, we have to give the information.

We will not give information to anyone else unless:

- the person agrees
- we are allowed or required by law to disclose it
- we are involved in a sale, merger, reorganisation, transfer of business or dissolution

We do not give personal information to any other organisation for their own marketing purposes; and we do not transfer any personal information outside the European Economic Area (EEA).

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How long do we keep personal information?

We will only keep the information for as long as we need to use it, for the purposes it was given to us and as required by law or regulation. When we no longer need to keep personal information we will securely and confidentially destroy it.

Can you tell us to stop using your personal information?

If the only reason we hold your information is because you have agreed we can, you can tell us to stop using all or part of it.

Legal rights

The law gives special rights to people whose personal information we hold. They have the right to:

- know if we hold their information
- know what we use it for
- know what sort of information we hold
- know who we share it with
- know how long we will keep the information
- receive a copy of the information we hold
- have irrelevant information deleted
- have any inaccuracies corrected
- restrict the way we use their information until inaccuracies are corrected
- in some cases, have the information deleted from our records.

Who do I need to contact about the information you hold about me or if I have a concern or complaint?

If you have any questions about why we collect and use your information, or:

- if you want a copy of it
- if you are unhappy with the way we are using your information
- if you believe we should not be using it
- if you would like us to delete it

please contact us at:

The Information Officer
Low Carbon Chilterns Co-operative Limited
28 Sandelswood End
Beaconsfield
Bucks
HP9 2AE

or through our contact page on www.lowcarbonchilterns.org

You also have the right to make a complaint to the Information Commissioner's Office (ICO). You can contact the ICO by:

- completing the details at <https://ico.org.uk/concerns/handling/>
- telephoning 0303 123 1113
- writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF