

CHAGFARM PRIVACY POLICY



Introduction

In accordance with the new EU General Protection Data Regulation (GDPR) in force from 25 May 2018, Chagford Community Farm CIC (Chagfarm) is committed to ensuring that all personal member data continues to be handled in line with the new GDPR rules.

Chagfarm only stores member data if they have consented for us to do so by completing a formal membership request form between April 2013 - May 2018 and beyond. This data is restricted to the following and is only accessible to Chagfarm Directors:

- Member's name
- Physical address
- Email address
- Telephone number
- Membership start date
- Order history

Our Privacy Policy below sets out how we obtain, process and store personal data which members have provided to us in order to fulfil their orders. Chagfarm will always endeavour to be clear, honest and transparent with members about the information we collect, and wherever practical will ask for their specific consent.

PROCESSING YOUR DATA AND YOUR RIGHTS TO ACCESS IT:

- Where you give us consent to process your data (i.e. by submitting and signing a "New Member" form or requesting to be on our mailing list) we will always keep a clear record of how and when this consent was obtained.
- We endeavour to ensure that there are appropriate and proportionate technical and organisational measures to prevent the loss, destruction, misuse, alteration, unauthorised disclosure of or access to your personal information.
- Your information is only accessible by nominated Chagfarm Directors, who agree to abide by this policy.
- You can withdraw your consent for us to have your data at any time, or request that all your personal data be deleted by emailing: membership@chagfarm.org
- If you choose to exercise your 'right of erasure', we will remove your personal information completely and immediately.

CHAGFARM COMMUNICATIONS

- Chagfarm communicates with members, supporters, and the interested public by sending newsletters via Mailchimp and occasional information emails via Gmail. You will receive these newsletters only if you have signed up for them.

Approved by The Chagford Community Farm Board | May 2018 | Review Date: May 2020

Please note that if you are reading this on paper that it may not be the most up-to-date version

CHAGFARM PRIVACY POLICY

- We send out all our newsletters via Mailchimp, and this is where your email addresses are stored. To read more about Mailchimp's privacy policy please see point 3 below.
- Members can opt out of receiving these newsletters from us at any point by either (1) clicking unsubscribe at the bottom of the newsletter or (2) by emailing membership@chagfarm.org.

CHAGFARM'S MEMBERS AND SUPPORTERS DATABASE

- Personal information is collected when you join Chagfarm as a member and this is held in our online ordering platform (Quick Tracks) and is password protected. Only nominated Chagfarm Directors can access the database, and anyone accessing the database from 25 May 2018 onwards must sign a non-disclosure agreement.
- We use your data to communicate with you effectively for a variety of reasons as outlined below but not limited to:
 - Sending you monthly farm newsletters via Mailchimp.
 - Liaising with you via email regarding your Chagfarm account, including current and future orders, refunds and general product updates and queries.
 - Sending you occasional email newsletters so you know about specific farm events including Open Days, coffee mornings & AGM dates.
- All personal information given to Chagfarm will be stored securely.
- Personal information is only accessible by nominated Chagfarm Directors that have signed a confidentiality agreement (non-disclosure agreement).
- To find out more information on how and for how long we store data get in touch via email on membership@chagfarm.org.

SHARING INFORMATION WITH THIRD PARTIES

- Chagfarm will not, under any circumstance and for any reason whatsoever, sell or share your personal data with a third party for marketing purposes.
- We will only share data with third party companies/suppliers who provide services for Chagfarm. This will only be specific and necessary data that is needed to provide a specific service on our behalf, including sending newsletters, processing card payments and conducting surveys. We only provide these organisations with the information they need to deliver the required service. The third parties that we currently use are:
 - Survey Monkey – to hold responses to questionnaires we send out from time to time (see www.surveymonkey.com/mp/legal/privacy-policy/)
 - Mailchimp - to send out newsletters on a regular basis (see <https://mailchimp.com/legal/privacy/>)

UPDATES AND REVIEWS SHARING

- In the event of any changes to the law, the Privacy Policy will be updated.
- Chagfarm Members will be informed of any changes that affect their personal data and all necessary changes will be made to protect personal information and comply with the law.
- Chagfarm's Privacy Policy will be reviewed every two years.

CHAGFARM PRIVACY POLICY

HOW LONG WILL CHAGFARM KEEP YOUR DATA?

- If your membership has expired or you cancel it, we will keep your data for 12 months on the basis of 'Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.' This gives us a bit of breathing space after your membership expires, during which time we hope very much to get you back on board!
- If you haven't renewed after 12 months, we will either delete your data or ask for your consent to keep it.
- If you ask us to stop sending you emails or other forms of communication, we will keep your name on our internal suppression list (a 'do not contact' list) to ensure that you are not contacted again.
- If you exercise your 'right of erasure', we will remove your personal information completely and immediately.

YOUR RIGHTS

- Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time. This includes the right to be unsubscribed from our email list at any time. You also have the following rights:
 - Right to be informed – you have the right to be told how your personal information will be used.
 - Right of access – you can ask what information we hold on you and to request a copy.
 - Right of erasure – you can request that all your personal information is deleted from our records immediately.
 - Right of rectification – if you believe our records of your personal information are inaccurate, you have the right to ask for those records to be updated.
 - Right to restrict processing – you have the right to ask for processing of your personal data to be restricted if there is disagreement about its accuracy or legitimate usage.
- To exercise these rights, please send a description of the information in question to membership@chagfarm.org

FURTHER INFORMATION

- If you have any questions at all about Chagfarm's privacy policy and/or would like to discuss it further please email us at membership@chagfarm.org.