



SHRUB Coop Privacy Notice 2019

Adopted by SHRUB Coop trustees on 30 July 2019 - for review in July 2020

SHRUB Coop is a Scottish Charitable Incorporated Organisation (SCIO), Scottish Charity Number SC048825. Our registered office is 13 Guthrie St, Edinburgh, EH1 1JG.

SHRUB Coop takes your privacy seriously. We are committed to ensuring that any personal data we hold is dealt with in line with the relevant Data Protection legislation (the General Data Protection Regulation (GDPR) and Data Protection Bill).

This Privacy Notice tells you what data we collect and what we use it for.

1. If you become a SHRUB member

SHRUB Coop will hold a record of your name, date of birth, address, phone number, email, type of membership, start and end of membership. If you use Swapshop membership services, we also store your token balance and transactions.

We use your data for administrative communication and to provide you with membership services. You will only be subscribed to our mailing list (see below) if you request it.

Data is safely stored in and accessed through our secure membership database, Murakami. Bank details you provide are held securely by us and are only shared with your bank and ours.

All online direct debits and payments are securely processed via SumUp. You can update your communication preferences at any time. We will never share your contact information externally unless required by law.

2. If you become a SHRUB volunteer

SHRUB Coop will hold record of your name, date of birth, email, emergency contact and details of your volunteering role. Additionally, if you choose to provide us with this data, we will hold record of your address, phone number, support needs, details of relevant skills, training, interests and availability.

We use this data for administrative communication regarding your volunteering and to ensure that you are appropriately supported in your role. As a volunteer you become a SHRUB member and we use your data for administrative communication and to provide you with membership services as detailed above.

You will only be subscribed to our mailing list (see below) if you request it. Data is stored safely in our secure membership database, Murakami. You can update your communication preferences at any time. We will never share your contact information externally unless required by law.

3. If you subscribe to our email list

SHRUB Coop will record your first name, last name and email address in order to send you an e-newsletter and other occasional mailings about relevant events or projects. Data is held safely on our newsletter list (processed by MailChimp, an industry-standard bulk email system).

It is not used for any other purpose and is not shared with any external organisations. You can unsubscribe any time you want by clicking the unsubscribe link in any of our emails or emailing hello@shrubcoop.org.

4. If you book or attend an event or workshop

We sometimes use Eventbrite to manage our event registrations and collect attendance fees. A record of people who have registered for our events is stored securely on Eventbrite. Any event payments are processed securely either via Eventbrite (if paying by card) or Paypal (if this is the selected option).

You will only be subscribed to our mailing list (see above) if you request it. We may take photos or record videos at events to promote and archive our work. It is your responsibility to make it known to us if you do not wish to be in a photo or video.

Retention

We only ever ask for the minimum amount of data for the associated purpose and only retain it for as long as necessary to fulfill the purpose it was collected for. After

the data retention period has expired, SHRUB Coop securely destroys personal information.

Data sharing

SHRUB COOP requires third parties to respect the security of personal data and to treat it in accordance with the law. The following third-party service providers process personal information about members and contacts for the following purposes:

- **Mailchimp:** Sending email bulletins to subscribers
- **Eventbrite:** Handling registrations and bookings for events
- **SumUp:** Handling direct debits and payments

SHRUB Coop, like all other organisations using these services, transfers personal information to the United States for processing by Mailchimp and Eventbrite. Transfers to these suppliers are covered by the EU-US Privacy Shield Agreement, which ensures EU standards are adhered to wherever data is processed.

Your rights

If you have any concerns, you have a right to:

- Request that we correct your personal data if you believe it is inaccurate/incomplete
- Request that we delete your personal data
- Change your communication preferences or restrict the processing of your personal data
- Access personal data that we hold about you through a “subject access request”.

Please contact us at hello@shrubcoop.org for any of these purposes

If you have any concerns, which are not resolved by communicating with us, you can raise a complaint with the Information Commissioner’s Office at www.ico.org.uk.

END

Note also [SHRUB Coop Data Protection Policy](#).