



Privacy Notice

Co-operatives UK
Privacy Notice

July 2022

Co-operatives UK Privacy Notice

The short version...

We will never sell or publish your personal data without explicit consent.

We may use the contact details that you have provided to us to tell you about our recent activity, services and events. You can ask us to stop doing this at any time, including by emailing data@uk.coop

We will only share your personal information with third parties where we are required to or where it is necessary to fulfil a contract we have with you.

What is the purpose of this document?

As the voice of the UK's co-operative movement, we empower and support co-operative enterprise with specialised knowledge and expertise, to grow the co-operative economy and create a fairer society. Our mission is to empower and grow the UK's co-operative economy by being the voice of co-operation and member ownership.

In our work, we look to operate in line with international and longstanding co-operative values and this includes operating in an open and responsible way when it comes to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with the UK General Data Protection Regulation (UK GDPR).

Co-operatives UK is a 'data controller'. This means we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice applies to current and former members of Co-operatives UK and all other contacts. This notice does not form part of any contract with you. We may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so you are aware of how and why we are using such information.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we hold about you

Personal data, or personal information, means any information about a person which could identify who they are. It does not include data where the identity has been removed (anonymous data) or data relating solely to an organisation/corporate body.

We may collect, store, and use the following categories of personal information about you:

- Name.
- Contact details including email address, phone number and social media usernames.
- Date of birth – where you are or will be a director or where you are subject to anti-money laundering checks.
- Organisation – any organisation that we know you are affiliated to.
- Job title.
- Details of how you have used Co-operatives UK products and services, events you have attended, surveys and consultations you have responded to and how you have interacted with our email and web content and any feedback collected.
- Bank details used to enter into/renew membership of Co-operatives UK and purchase products/services.
- When registering for events we ask for dietary requirements and requirements around access (e.g. disabilities).
- Where a client has asked us to incorporate an entity on their behalf we collect information necessary to process the incorporation which includes more personal detail required by law. This will be explained to you when you ask us to complete this service for you.
- Information you have requested on our products and services.

We may also collect, store and use the following 'special categories' of more sensitive personal information:

- Political opinions – where you have responded to a policy consultation and expressed a political opinion.
- Data concerning health – where it may affect your attendance at our events.

How is your personal information collected?

We normally collect the personal information that individuals provide to us directly including through online forms. We may sometimes collect additional information from third parties, including:

- Corporate registrars such as Companies House and Financial Conduct Authority (FCA).
- Co-operative development bodies.
- Delivery partners.
- Via organisations you are affiliated with.

How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

Situations in which we will use your personal information	Purpose of data processing
Where we need to fulfil a contract with you	<ul style="list-style-type: none">▪ Contacting you with regard to your membership of Co-operatives UK, its operations, events and governance.▪ When you have purchased a product or service from Co-operatives UK.
Where we need to comply with a legal obligation	<ul style="list-style-type: none">▪ Where we need to conduct anti-money laundering checks.▪ To comply with our rules and corporate legislation.
Where you have freely given your consent to us using your personal information for one or more specific purposes	<ul style="list-style-type: none">▪ Where you have subscribed to a mailing list to keep informed about our work.▪ Where you have signed up to hearing more about what Co-operatives UK is doing and the services we provide

Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests	<ul style="list-style-type: none"> ▪ To communicate with you to fulfil our mission to promote, develop and unite the co-operative sector unless you have specifically informed that you do not wish to receive such communications from us. ▪ To keep you informed of similar products and events to ones you have previously purchased from Co-operatives UK unless you have specifically informed that you do not wish to receive such communications from us.
We may also use your personal information in the following situations, which are likely to be rare:	
Where we need to protect your (or someone else's) interests	<ul style="list-style-type: none"> ▪ Where we are asked by legitimate external agencies and authorities to share this information.
Where it is needed in the public interest or for official purposes	

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide certain information when requested, we may not be able to fulfil contracts with you.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

How we use particularly sensitive personal information

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We will only use this information if you have freely given your informed and unambiguous consent.

Our obligations

We will use special categories of personal information in the following ways:

- **Political opinions** – where you have responded to a policy consultation and expressed a political opinion. We will only use this information to keep a record of your response and to feed into submissions to regulators and other decisions makers.
- **Data concerning health** – where it may affect your attendance at our events. We will only use this information to attempt to make your attendance as comfortable as possible.

Data sharing

- We may have to share your data with third parties, including third-party service providers. We require third parties to respect the security of your data and to treat it in accordance with the law.
- We may transfer your personal information outside the UK. If we do, you can expect a similar degree of protection in respect of your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to fulfil a contract for goods or services with you, to administer our membership relationship with you or where we have another legitimate interest in doing so especially where that enables us to provide you with a better service, e.g. if you have access needs or meal requirements, we may pass on your basic details to an event venue but only to make your attendance as comfortable as possible.

Which third-party service providers routinely process my personal information?

"Third parties" includes third-party service providers (including contractors and designated agents) and other entities. The following activities are carried out by third-party service providers:

- Provision of IT services
- Formation of companies
- Compliance with anti-money laundering legislation

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

When might you share my personal information with third parties?

We may share your personal information with third parties, for example in the context of where we have a legitimate business relationship with a contractor to deliver services on our behalf or to perform a contract, and to comply with anti-money laundering legislation. We may also need to share your personal information with a regulator or to otherwise comply with the law.

Transferring information outside the UK

We may transfer the personal information we collect about you to outside the UK to the EU and the USA, for processing and storage. To ensure your personal information receives an adequate level of protection we have put in place appropriate measures to ensure your personal information is treated by those third parties in a way that is consistent with and which respects UK laws on data protection. Further information about protective measures can be requested from Co-operatives UK's Data Protection Lead.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know it. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from Co-operatives UK.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from Co-operatives UK. To determine the appropriate retention period for personal data, we consider the applicable legal requirements, the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means.

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

We will retain and securely destroy your personal information in accordance with our data retention policy and/or applicable laws and regulations.

Rights of access, correction, erasure, and restriction

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are processing it lawfully.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact our Society Secretary.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, in line with legislation, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances, you would be informed of this decision.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In circumstances where you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Co-operatives UK, using the details at the end of this notice. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Responsible Person

Zena King - Senior Governance Advisor is our data protection lead and oversees compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact our data protection lead. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, we will ensure that our communications always provide a link to the most up to date version of our privacy notice and that it is always available on our website. We may also notify you in other ways from time to time about significant changes to our privacy notice or the processing of your personal information.

If you have any questions about this privacy notice or our data protection processes, please contact us:

By email: data@uk.coop

By phone: 0161 2141 750

In writing – Data Protection Lead, Co-operatives UK,
Holyoake House, Hanover Street, Manchester, M60 0AS