



Privacy Statement Community Larder Membership

Our Contact Details

Name: Jonny Mentor, Data Protection Officer
Address: 1E Trident Business Park, Didcot, Oxon, OX11 7HJ
Phone Number: 01235 510774
E-mail: jonny@sofea.uk.com

What type of information we have

We currently collect and process the following information for members of our Community Larder:

- Personal information (such as your name, address, personal telephone number, personal mobile number and personal email address);
- Personal financial information (i.e. your personal bank details).

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for the following reasons:

- To process your Community Larder membership application so that you can join the scheme and we can fulfil our contractual obligations to you;
- To process your financial details in order to set up a direct debit which gives you access to the service;
- To send you information that may be relevant to you via our monthly Newsletter providing you give us your consent;
- To send you updates on our terms and conditions.

Under the General Data Protection Regulation and Data Protection Act 2018, the lawful basis we rely on for processing this information is:

- We have a contractual obligation.
- You provide us with consent to send you our monthly Newsletter.

What we do with the information we have

We use the information that you have given us in order to process your application for membership and fulfil the contractual obligation we have established.

We share this information with third parties in order to fulfil our contractual obligations, such as processing your bank account details with our accounting software provider, Direct Debit service provider and our banking provider. You will receive an email from Eazy Collect to confirm that your Direct Debit has been set up successfully and correspondence from them five days prior to every payment that they collect from your bank account..

How we store your information

Your financial information is securely stored electronically on our accounting software provider and Direct Debit service provider. Your personal information is stored electronically



on our Payment Register and Members List. Paper versions of the Member Application Forms are securely stored under lock and key at SOFEA, 1E Trident Business Park, Didcot.

We keep your personal data for the duration of your membership with the Community Larder. If you decide to leave the membership scheme, we dispose of your electronic information by deleting it from our software providers, our Payment Register and Members List. We will also shred both your Membership Application Form and Direct Debit form.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at jonny@sofea.uk.com, on 01235 510774 or at 1E Trident Business, Didcot, Oxon, OX11 7HJ, if you wish to make a request.

How to complain

If you wish to complain about how your data is being collected, stored or processed, please contact our Data Protection Officer, Jonny Mentor on the contact details provided. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113