

Lower Broadheath Community Shop Ltd - Privacy Statement

This privacy statement sets out how Lower Broadheath Community Shop Ltd (LBCS Ltd) uses and protects any information that you give to the Company.

LBCS Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when corresponding with us, then you can be assured that it will only be used in accordance with this privacy statement.

LBCS Ltd may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- Full name
- Contact information including address, telephone number and email address
- Number of shares you hold with us (if applicable)
- Demographic information such as postcode, preferences and interests (Volunteering)
- Other information relevant to shareholder / volunteer

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- In order to contact you in regard to yours Shareholding / Volunteering status
- We may use the information to contact you to help us improve the shop or get ideas for future shop development
- In addition to a monthly newsletter, we may periodically send promotional emails about new initiatives, special offers or other information which we think you may find interesting using the email address you have provided.
- From time to time we may also use your information to contact you for local, shop specific market research purposes. We may contact you by email, phone or mail.
- If an interested person signs up to our website or asks to receive updates and information, we will add the details to our email distribution list (Mailchimp).

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, technological and managerial procedures to safe guard and secure the information we collect.

CCTV

Lower Broadheath Community Shop operates 24hour CCTV for the purpose of security and prevention of theft. This CCTV is not used to monitor staff work hours, and audio and video footage is stored securely for 24hours and only accessible by our two managers. If you would like to access footage of yourself taken in the Community Shop please email your request to manager@lowerbroadheathshop.com specifying the time and date you require footage from, and your request will be dealt with within 30 days.

How we use cookies

A cookie is a small file which asks permission to be placed on your computers hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at info@lowerbroadheathshop.com
- To no longer receive any communication from us by email by clicking on the 'unsubscribe' link at the bottom of every email we send out through Mailchimp

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you. If you would like a copy of the information held on you, please email us at info@lowerbroadheathshop.com

If you believe that any of the information we are holding on you is incorrect or incomplete, please write or email us as soon as possible and we will promptly correct any information found to be incorrect.