



Privacy Policy

This privacy policy sets out how Dobcross Village Society Ltd uses and protects any information that you give to the company.

The Dobcross Village Society Ltd (DVS) 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.

(DVS) 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.

1. What information do we collect?

- Full name.
- Contact information including address, telephone number/mobile number and email address.
- Number of shares you hold with us if applicable.
- Other relevant information applicable to shareholders/volunteers.
- Demographic information such as postcode, preferences and interests (Volunteering).
- Supplier information (name and address of supplier and account details for invoice payments only).
- Customer name and address if ordering something into the shop.

2. How do we collect your information?

You directly supply the (DVS) with the information that we collect. We collect and process that information when you complete and submit the shareholder application form, apply to be a volunteer, supply goods to ourselves or order something from the shop.

3. What do we do with the information we gather?

The (DVS) requires this information to understand your needs and provide you with a better service and in particular for the following reasons:



Dobcross Village Society Ltd

The 'Dobcross Village Society Ltd' is a Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014. Registration no. 9169. Trading as the Dobcross Village Store and Post Office. A member of The Plunkett Foundation.



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1. Internal record keeping.
2. Maintain a list of its members and shareholdings.
3. In order to contact you in regard to your Shareholdings/Volunteering status.
4. We may use the information to contact you to help improve the shop or get ideas for future development.
5. From time to time we may also use your information to contact you for shop specific market research purposes. We may contact you by email, phone or mail.
6. When the Management Committee believes that this is necessary. This includes, but is not limited to:
7. Providing information about the financial status of the Society.
8. Offering new shares to members if they become available.
9. Notifying members of shareholders and other meetings.

4. How do we store your information?

The Society stores an electronic copy of your data as an Excel Spreadsheet. This spreadsheet is password protected, stored on a secure server and is accessible only by the (DVS) Management Committee. If you complete and submit the paper form of the share application. This form will be stored securely at the Society's address.

The (DVS) will not share your information with other individuals or organisations.

5. Marketing

- Your data will not be used for marketing purposes beyond those in 3.
- The Society will not share your data with other individuals or organisations unless legally required to do so.
- If in the future we produce a newsletter and you subscribe to it, we will hold your name and email address. An unsubscribe link will be included on every email along with a link to remove your details from our system.
- You can request a copy of all your personal data that we hold at any time by emailing: enquires@dobcrossvillagestore.com

6. What are your data protection rights?

Every member of the Society is entitled to the following:



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- The right to access: You have the right to request the Society for copies of your personal data.
- The right to rectification: You have the right to request the Society to correct any information you believe is inaccurate.
- You also have the right to request the Society to complete information you believe is incomplete.
- The right to erasure: You have the right to request that the Society erases your personal data, in the event that you cease to be a member of the Society.

7. Cookies

When you visit our website, www.dobcrossvillagestore.com, we do not collect any information from you automatically. Our website uses cookies by consent only. These are used to analyse website traffic and optimise your website experience. By accepting our use of cookies, your data will be aggregated with all other user data. This is compliant with The General Data Protection Regulation (GDPR), which is a European Union law focused on data protection and privacy for all citizens and residents of the EU (and also including the United Kingdom).

8. Privacy policies of other websites

The Society website www.dobcrossvillagestore.com may contain links to other websites. Our privacy policy only applies to our website. If you click on a link to another website you should read their privacy policy.

9. Changes to our privacy policy

The Society keeps its Privacy Policy under regular review and will notify members of any updates through its website.

The Society website will always contain an up-to-date version of the Privacy Policy. This Privacy Policy was last updated on 4th April 2024.

10. How to contact us

If you have any questions about the Society's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Email us at:

enquiries@dobcrossvillagestore.com

Or write to us at:



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Dobcross Village Store and Post Office

18 Woods Lane

Dobcross

Oldham

OL3 5AN

11. How to contact the appropriate authority

Should you wish to report a complaint or if you feel that the Society has not addressed your concern in a satisfactory manner, you should contact the Information Commissioners Office on the number below

Helpline: 0303 123 1113

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