

# The Green Gram Community Refill Shop

## Privacy Notice

### Our contact details

Name: The Green Gram Refill Shop ("The Green Gram")

Address: 23 High Street, Fordingbridge, SP6 1AS

Phone Number: 01425 837600

Email: [team@thegreengram.org](mailto:team@thegreengram.org)

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details).

### How we get the personal 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 enable communication about The Green Gram (for example, information about the shop and events, volunteering opportunities and membership).
- We use the information that you have given us in order to contact and communicate with you.
- In the case of volunteers, this maybe to organise shifts and discuss tasks and responsibilities. We may share volunteer contact details with other volunteers if this is necessary to coordinate volunteer shifts and responsibilities. We will seek your advance authority to share your contact details.
- In the case of membership, this maybe to notify you about meetings, opportunities to vote, opportunities to apply for further shares.
- More generally we may use the information you have given us to let you know about events and activities of The Green Gram.

Under the General Data Protection Regulation (GDPR) the lawful basis we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting the Secretary by email, [team@thegreengram.org](mailto:team@thegreengram.org).

### How we store your personal information

Your information is securely stored. Hard copies of documents are stored in a locked filing cabinet at The Green Gram Community Refill Shop, 23 High Street, Fordingbridge, Hampshire, SP6 1AS. Soft copies of documents are securely stored by the Volunteer Coordinator.

We keep personal information provided to us as follows:

- Volunteers – names, addresses, contact details and application forms – for 12

months after the last incidence of volunteering.

- Members – names, addresses, contact details and application forms – for two years after the individual ceases to be a member. We will then dispose of the information by deleting information stored online and hard copies of documents will be securely shredded.
- Individuals named on a Member's Death Nomination Form – names, addresses and contact details – for 12 months after the nomination on death has been fulfilled. Where a nomination is updated, the old details will be deleted within 10 working days. We will then dispose of the information by deleting information stored online and hard copies of documents will be securely shredded.
- Other individuals - names, addresses, contact details will be retained until you advise us that you no longer wish to receive communications and information from The Green Gram. We will then dispose of the information within 10 working days by deleting information stored online and hard copies of documents will be securely shredded.

### **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 personal 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 to processing: You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability: You have the right to ask that we transfer the personal 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 calendar month to respond to you.

Please contact the Secretary by email, [team@thegreengram.org](mailto:team@thegreengram.org), if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information you can make a complaint to the Secretary, [team@thegreengram.org](mailto:team@thegreengram.org).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

**Review**

This policy will be reviewed annually.  
Last reviewed: November 2025.