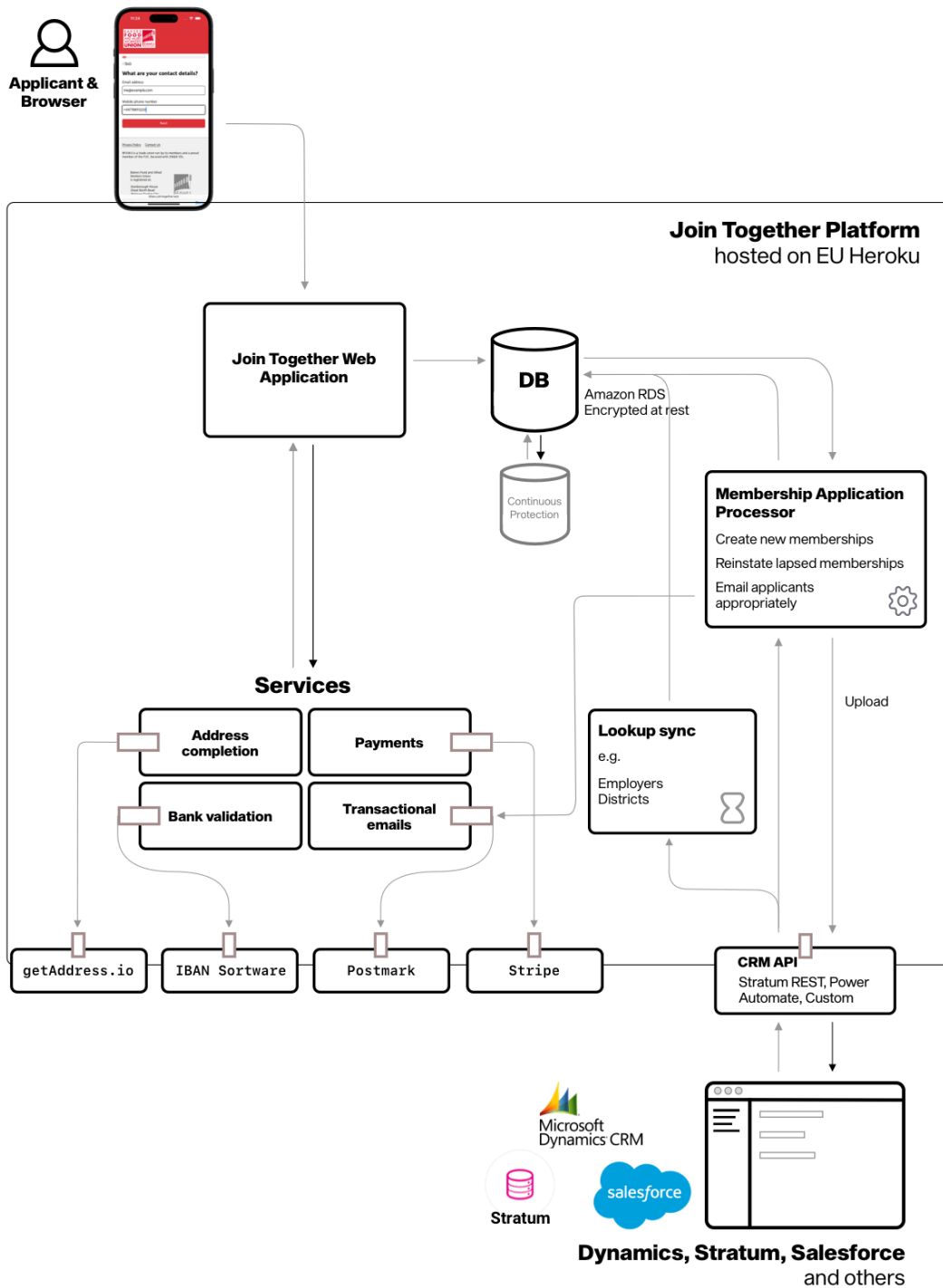


Join Together platform overview



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At the core of the Join Together platform is a hosted web application that serves join forms to users applying to join a union. As a user progresses through the form, their membership application data is stored locally in the platform's PostgreSQL relational database.

Out-of-bound CRM integration

Join Together's forms are designed to operate independently of any CRM system. This means they can continue accepting applications even if the CRM is temporarily unavailable. This design also allows the forms to scale efficiently and perform reliably under high load.

Once a user submits their membership application, we trigger an independent process to evaluate it and determine the most appropriate action. At this stage, additional checks can be performed. For example, the system may compare the submitted details against existing records to identify lapsed members who should be reinstated rather than treated as new applicants. These checks and workflows are tailored in collaboration with each union to meet their specific needs.

Personal data

The personal data contained in both incomplete and completed membership applications is subject to an automated redaction process, ensuring that data is retained on the Join Together platform only for as long as necessary. You can learn more about our data protection policies in the [Data Protection Compliance Factsheet](#).

Data sources for lookups

During the application process, users may be asked to select from union-specific lists such as employers or workplaces. The Join Together platform supports a variety of data sources for these lookups – including taking data directly from the CRM via available APIs. These sources are synchronised with the platform on an appropriate schedule to keep the data up to date.

Other external systems

The Join Together platform integrates with select third-party services to support key functions and enhance the user experience:

- **Address auto-completion** is supported via getAddress (for UK addresses) and Postcoder (for Irish addresses)
- **Transactional emails** (when required) are sent using Postmark
- **Bank account verification** (modulus checks) for Direct Debits are performed using an API provided by IBAN
- **Card payments** are handled using Stripe

Platform security

You can learn more about the platform's security on our [Information security page](#).