



Norwich Bicycle Repair Co-op Privacy Statement

In compliance with EU General Data Protection Regulation ([GDPR](#)).

The GDPR sets the rules about how personal data should be processed in the EU. It also provides [rights](#) to individuals regarding their personal data. This document will set out what Norwich Bicycle Repair Co-op (NBRC) is doing to be compliant with GDPR.

Effective date: May 23 2018

Last updated: Oct 23 2019

NBRC is committed to respecting your personal data. The information you share with NBRC allows us to run our services effectively and properly. We respect your consent and are committed to maintaining transparency and integrity in all of our communications with you.

Definitions

- **NBRC**
NBRC means Norwich Bicycle Repair Co-operative Ltd.
Norwich Bicycle Repair Co-operative Ltd is a fully mutual workers' co-op registered as a Company Ltd by Guarantee in England and Wales, registration number No. 8789116.
Registered address: 20 Savery Close, Norwich, Norfolk, NR5 8NJ VAT number 177 7424 72
- **GDPR**
General Data Protection Regulation Act.
- **Data Controller**
Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be, processed.
- **Data Processor**
Data Processor means any natural or legal person who processes the data on behalf of the Data Controller.
- **Data Subject**
Data Subject is any living individual who is using our Service and is the subject of Personal Data.

1. Principles for processing personal data

NBRC consider data privacy to be a basic human right, we respect your consent and are committed to maintaining transparency and integrity in all of our communications with you.

1. **Lawfulness, fairness, and transparency:** we will list our data protection practices on our website and always tell you in person how we will use your data.
2. **Purpose limitation:** we will only process personal data for the specific reason we have collected it and nothing else.
3. **Data minimization:** we will only process the bare minimum personal data that is required to carry out the service we are providing and nothing else.
4. **Accuracy:** we will make sure that any personal data we hold is adequate and accurate.
5. **Storage limitation:** we don't store personal data for longer than we need to.
6. **Integrity and confidentiality:** we always process personal data securely. Your details are locked away when not supervised or being accessed, and are destroyed once they are no longer needed.

2. What personal data we collect and process

NBRC collects several different types of personal data for various purposes. Personal Data may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City

3. How we use the personal data

NBRC uses the collected personal data for various purposes:

- To provide you with services
- To notify you about changes to our services and/or products
- To provide customer support
- To gather analysis or valuable information so that we can improve our services
- To detect, prevent and address technical issues

If you are a UEA student or staff you will be asked for a campus card number in order to access some services. This data is processed anonymously according to our data agreement with UEA.

We might ask if you would like to join a mailing list. We will only store your email address in order to contact you about news, service updates, and events. You may withdraw consent for this at any time and we will always include an opt-out in any messages you receive from us.

We do not collect electronic marketing data or web insights. However you should be aware that any personal or non personal data may be anonymously processed by Google, Facebook or Instagram analytics when accessing our services via these platforms or apps.

Who We Share Personal Data With

Examples of the types of third party processors we may share elements of your personal data with:

- Payment processors (when paying for items by credit or debit card)
- Providers of email services (gmail)

4. Legal basis for collecting and processing personal data

NBRC's legal basis for collecting and using the personal data described in this Data Protection Policy depends on the personal data we collect and the specific context in which we collect the information:

- NBRC needs to perform a contract with you
- You have given NBRC permission to do so
- Processing your personal data is in NBRC's legitimate interests
- NBRC needs to comply with the law

5. Retention of personal data

NBRC will retain your personal information only for as long as is necessary for the purposes set out in this Data Protection Policy.

NBRC will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

6. Data protection rights

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. If you wish to be informed what personal data we hold about you and if you want it to be removed from our systems, please contact us at nbrc@norwichbicyclerepaircoop.co.uk.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you
- The right of rectification
- The right to object
- The right of restriction
- The right to data portability
- The right to withdraw consent