

Privacy policy

Lincolnshire Co-operative Ltd (Lincolnshire Co-op) is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect will be processed by us. Please read this privacy policy carefully to understand our views and practices and your rights regarding your personal data. By visiting any of our websites or downloading our dividend card mobile app (hereafter referred to as 'app') you are accepting and consenting to the practices described in this policy.

For the purpose of data protection legislation, the data controller is Lincolnshire Co-operative Ltd, except for the following, where it is one of our subsidiaries:

- Pharmacy retail or pharmacy wholesale services: the data controller is Lincoln Co-operative Chemists Ltd;
- Property owned by our property-owning subsidiaries: the data controller is Lincoln Corn Exchange and Markets (1991) Ltd, LCS Property Ltd, Greetwell Developments Ltd or LC Community Projects Ltd;
- Post Offices: the data controller is LCS Retail Ltd;
- Gadsby's bakery: the data controller is Gadsby's of Southwell Ltd;
- South Lincolnshire Crematorium: the data controller is South Lincolnshire Crematorium Ltd;
- Science Park: the data controller is Lincoln Science and Innovation Park Ltd.

This policy applies to the following groups of people:

- visitors to our websites and app;
- people who register on our websites and app;
- patients and other individuals who visit our pharmacies;
- members, customers, suppliers and tenants

What information do we collect from you?

We will collect and process the following data about you:

Information you give us. You give us this by filling in forms in paper, on our website, app or by corresponding with us by phone, email or otherwise. This may include e.g. your name, address, date of birth, email address and phone number.

Information we collect from your use of our website. We will automatically collect information about the products, services, events and offers you click on in order to personalise your experience with products, services, events and offers relevant to you.

Information we collect throughout our relationship. This is information relating to products or services that you purchase, events you attend, dividend earned and redeemed, share deposits and withdrawals, offers and promotions you take part in.

Information we collect when you call us. If you call us we will collect instructions or information you provide.

Providing us with your details online. This is information you may choose to provide us with using our website, app and social media. It includes your name, address, telephone number, email address and preferences for receiving emails.

Why do we collect this information?

We use this information in the following ways:

Information you give to us. We use this information:

- to assess whether we can enter into a contract with you and to perform our contract with you. This includes carrying out our obligations to you and providing you with our products and services;
- to perform our obligations to you as a member of Lincolnshire Co-op.
- to improve our service to you, to ensure that content from our website is presented in the most effective manner for you and for your device;
- to deal with any legal queries relating to your use of our services;
- to provide you with service communications so that you receive a full and functional service and so we can perform our obligations to you. These may be sent by email or post or, if the circumstances require it, we may contact you by phone. These will include notifications about changes to our service;
- to provide you with marketing communications including, with your permission, information about other goods and services which are provided by our family of businesses, information about our events and activities and special offers negotiated with third parties;
- in our and third party's legitimate interest of keeping customers up to date with good and services, to increase awareness of us and third parties within the market, making promotional offers and generating new business, building and maintaining loyalty or market share, corresponding with you as a member of Lincolnshire Co-op, Telling you about our events or those of third parties, telling you about our charity, community and sponsorship initiatives and obtaining your feedback on them.

Information we collect from your use of the website and app. We will use this information for the following purposes:

- to administer our website, app and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our website and app to ensure that content is presented in the most effective manner for you and for your device;
- as part of our efforts to keep our website and app safe and secure;
- to measure or understand the effectiveness of advertising we send to you and others, and to deliver relevant advertising to you;
- Information we collect throughout our relationship. We will use this information to help us provide you with our services and to comply with our contractual obligations to you and our obligations to you as a member of Lincolnshire Co-op.
- Information we receive from other sources. See the 'Who might we share your information with?' section below for details of how we use information in conjunction with our associated third parties.

How long do we keep hold of your information?

- Subject to the further points below, we will keep information about you for a maximum of 7 years after the end of our relationship with you unless obligations to our regulators or the law requires otherwise, or we are required to remove such data from our records.

- In other cases we'll store personal information for the periods needed for the purposes for which the information was collected. Sometimes we'll keep it for longer if we need to by law. Otherwise, we delete it in line with our retention policy and schedule.

Also, we hold information concerning the provision of pharmacy and related services for as long as advised by the NHS.

Who might we share your information with?

You agree that for the purposes set out in the 'Why do we collect this information?' section above, we have the right to share your personal information with:

- Selected associated third parties, some of whom we appoint to provide services, including:
 - business partners, advisors, agents, subsidiaries, affiliates, suppliers and sub-contractors for the performance of any contract we enter into with you;
 - sub-contractors with whom we have entered into a contract to assist us with providing our membership services to you for example assisting us with our election processes.
 - analytics and search engine providers that assist us in the improvement and optimisation of our website;
 - customer survey providers in order to receive feedback and improve our services.

sharing your information with the NHS Business Services Authority, others in the wider NHS, and sometimes Local Authorities, and only limited information to those external to the NHS for the provision of healthcare and treatment and performance of a task in the public interest. Additionally, we will disclose your personal information to the relevant third party:

- If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer.
- If we are under a duty to disclose or share your personal data to comply with any legal obligation, to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of our customers, our regulators, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection, prevention of money laundering and credit risk reduction.

How is your data stored and kept secure?

At Lincolnshire Co-op, we take your safety and security very seriously and we are committed to protecting your personal and financial information. All information kept by us is stored on secure servers or those of our service providers or in secure filing systems. Where we have given you (or where you have chosen) a password or PIN that enables you to access certain parts of our services, you are responsible for keeping these confidential. We ask you not to share your password or PIN with anyone.

We may need to transfer your data outside the European Economic Area. We will only do so if adequate protection measures are in place in compliance with data protection legislation.

Once we have received your information, we will use strict procedures and security features designed to prevent unauthorised access.

What are your rights?

Where processing of your personal data is based on consent, you can withdraw that consent at any time.

You have the right:

- to ask us not to process your personal data for marketing purposes;
- to ask us not to process your personal data where it is processed on the basis of legitimate interests provided that there are no compelling reasons for that processing;
- to ask us not to process your personal data for scientific or historical research purposes, where relevant, unless the processing is necessary in the public interest.
- to request from us access to personal information held about you;
- to ask for the information we hold about you to be rectified if it is inaccurate or incomplete;
- to ask for data to be erased, as long as data is no longer necessary for the purposes for which it was collected, you withdraw consent (if the legal basis for processing is consent), you exercise your right to object, set out below, and there are no overriding legitimate grounds for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation or the data is children's data and was collected in relation to an offer of information society services;
- to ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected or you exercise your right to object (pending verification of whether there are legitimate grounds for processing);
- to ask for data portability if the processing is carried out by automated means and the legal basis for processing is consent or contract.

All of our staff contracts of employment contain a requirement to keep patient information confidential.

You can exercise these rights at any time by contacting us by post at People and Performance, Lincolnshire Co-op, 15-23 Tentercroft Street, Lincoln, LN5 7DB or email: dataprotection@lincolnshire.coop

We also comply with the NHS Code of Practice on Confidential Information and pharmacists have an obligation under their professional standards to keep records about you confidential, secure and accurate.

You may choose to opt out of the NHS using your data for planning and research purposes – details are obtained by:

- visiting the nhs.uk/yournhsdatamatters website portal; using the NHS App; or
- writing by post using the instructions at the weblink above; or by calling the NHS Digital contact centre - 0300 303 5678 (open workdays Monday-Friday, 9am-5pm).

Should you have any issues, concerns or problems in relation to your data, or wish to notify us of data which is inaccurate, please let us know. If you are not satisfied with our processing of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at any time. The ICO's contact details are available [here](#).

Links to other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review. If we change our privacy policy we will post the changes on this page, and place notices on other pages of the websites, so that you may be aware of the information we collect and how we use it at all times. This privacy policy was last updated 16th May 2023.

Cookies

We use cookies to distinguish you from other users of the website and to maintain persistent information across pages (for example, your nearest store information). These cookies are required by the website in order to provide a wide range of features as described in our cookie policy.

Your consent

By submitting your personal information, you consent to the use of that information as set out in this

Contact us and Data Protection Officer

We welcome your views about our websites, app and our privacy policy. If you would like to contact us with any queries or comments, please send an email to dataprotection@lincolnshire.coop or send a letter to Lincolnshire Co-op, 15-23 Tentercroft Street, Lincoln, LN5 7DB.policy.