



Privacy Policy - March 2024

Background

Pigweed Food Co-operative, trading as Thoughtful Foods, values the privacy of its members, volunteers and shoppers. This Privacy Policy reflects our commitment to transparently describing our approach to protecting our members' privacy.

Thoughtful Foods uses online systems through third-party platforms to manage membership and sales. We also use social media to promote our work with members, volunteers and the public. While all reasonable measures have been taken to ensure the safety and privacy of members and shoppers, there are inherent risks in transmitting information across the internet.

Whilst every attempt has been made to protect the privacy of our members, volunteers, customers and online visitors, Thoughtful Foods accepts no fault if our systems result in a breach of privacy.

Principles and Related Thoughtful Foods' Policies

In principle, Thoughtful Foods supports the right to privacy for all individuals, groups and organisations. We recognise that marginalised groups in society have historically been vulnerable to breaches of their privacy, which have caused ongoing harm. In line with our **Safer Spaces Policy**, we are committed to promoting a safer community and organisation for all of our members, volunteers and customers. This includes prioritising privacy and managing our online spaces.

This policy is accompanied by an internal *Privacy Processes* document that specifies the activities we undertake to protect our members' privacy.

We have existing **Grievance processes** to support any member, volunteer or customer who wishes to address issues relating to privacy.

All policies and processes undergo routine review two years after endorsement

Personal Information

It is our usual practice to collect personal information directly from you. We may collect your personal information when you sign up as a member, opt in to get email updates, take part in an event or offer to volunteer for us. When you sign up to our membership and mailing lists you are required to enter personal details such as your name, email address and postal address.

As members are shareholders, we are required to collect a postal address from you in order to process your co-operative membership. You may also choose to give us additional personal information (e.g. phone number), either through our membership application or other processes.

Personal information collected from you as part of membership or other processes is recorded in a secure membership database.

Thoughtful Foods will use personal information provided as part of your membership to contact you in accordance with requirements under the Cooperatives Act, which references the Corporations Act, and our constitution. This includes, but is not limited to, notification of the Annual General Meeting.

Phone numbers and email addresses are an important communication method for members who volunteer or choose to order our fruit and veggie boxes. We will contact you with urgent updates and to keep you informed. In providing your phone number, you consent to us contacting you for these and other co-op related purposes (e.g. following up when someone has indicated they are interested in volunteering). In practice, this contact will be made by co-operative members and volunteers.

Personal information provided to Thoughtful Foods, including through membership applications, information collected through our website, social media, or events, will not be disclosed to any third party unless one of the following applies:

- the individual has consented;
- it is required or authorised by law;
- it will prevent or lessen a serious and imminent threat to somebody's life or health;
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

WhatsApp Groups

Internal communications between Co-ordinators, Directors, volunteers and members predominantly take place on WhatsApp. WhatsApp is an encrypted messaging platform. Whatsapp groups are primarily used for communicating practical information (e.g. veggie add-ons) and organising day-to-day logistics. People must be members and opt in to be added to WhatsApp groups.

Mailing Lists

We aim to minimise undesired online and email contact, while ensuring active members are engaged in our community. All members are initially opted in to receiving the Thoughtful Foods Bulletin, Welcome Series, and a weekly online ordering reminder email. If you indicate an interest in volunteering, you may be added to the volunteers mailing list. All mailing list correspondence includes clear unsubscribe options.

Members who have ordered veggie or bread online also receive reminder emails when boxes are packed and ready for collection, and when bread has been delivered.

Other Social Media

Thoughtful Foods has Facebook, Instagram, TikTok, and LinkedIn accounts. Coordinators and Volunteers create and publish content. Volunteers and shoppers may be featured on social media, only after they have provided consent.

Thoughtful Foods also maintains a private Facebook group that members can join. Members must opt in to be added.

Statistical Data

When an individual browses our website or our online store (BigCommerce), our systems may make a record of the individual's visit and may record any actions taken. We do not identify users or their browsing activities except in the event of an investigation where a law enforcement agency may exercise a warrant to inspect the internet service provider's server logs.

Thoughtful Foods collects statistical data about sales and volunteering hours. This information is not provided to any third parties.

When we ask members to complete a survey (for example, through our website or using a Google Form), the purpose of collecting data will be clearly

communicated to users. Data collected from a survey will be published in a format that ensures individual participants remain anonymous.

Cookies

Our online presence, including our website and social media pages, may use cookies to monitor how visitors find and use our sites. We may use this information for the purposes of improving our digital communications.

In addition to these, your browser may load trackers from external third party services when you use a page on our website. These trackers are specific to the third-party and accordingly the data held in them can be seen and managed by the third party and not by us.

We may use a variety of widely used third-party plugins to help improve your experience while using our site. We control whether or not we use the third-party service with our website, and how it is integrated and presented on our website. We do not have control over the trackers themselves. No personal information is maintained which might identify an individual should they visit our website at a later date.

If you have concerns about the privacy implications of the trackers we use, you can block trackers using the [cookie management tools in your web browser](#). Additional steps to protect your privacy online can be found in [these recommendations from the Electronic Frontiers Foundation](#).

Your Choices

You have the right to request access to the personal information that we hold about you and request we make corrections. If you are on an email list, you may opt out of the list by clicking the unsubscribe option. At any time you can also request that a do-not-contact flag be placed against your details by contacting office@thoughtfulfoods.org.au We will try to ensure that you are not contacted again, except in the circumstances described above where we must communicate important information to you.

Endorsed by:

Amy Geddes, Belinda Xie, Monika Baumann, Zenah Bradford-Hartke

Signature Directors

Reviewed and adopted: 23 March 2024

Adopted: 10 March 2020