



## DATA & PRIVACY

CURRENT POLICY ESTABLISHED JANUARY 8TH 2018  
LAST REVISED APRIL 16TH 2021

When joining Starfleet Command Quadrant 2 (SFCQ2), you provide information about yourself when you register for membership through our Enlistment form online, or by paper membership applications at an event. This is considered personal data. We collect and store this information to fulfil club responsibilities and fulfilment of our membership services.

Where we need to collect personal data to fulfil club responsibilities and you do not provide that data, we may not be able honour or administer your membership or entry into SFCQ2.

Starfleet Command Quadrant 2 is committed to safeguarding your privacy and personal information you share with us as part of your membership. This privacy policy applies to both our collective website and membership services and is strictly applied from our main core of SFCHQ (administrative staff) through to Unit's on the ground.

If you have any questions about our Data & Privacy Policy or our treatment of the information you provide us, please write to us by email directly [info@starfleet-command.co.uk](mailto:info@starfleet-command.co.uk) or utilise information provided in our Contact Sheet.

The following outlines the data we collect and how we manage the information.

### 101 HOW WE USE YOUR DATA

The information you provide is not shared with any third party and is kept in secure, encrypted external storage. Your name, address and other personal information is for administrative use and allows our admin officer to send any certificates, special awards or QM Store items you opt in to receiving. Asking for your address also allows us to place you correctly with your nearest unit.

Your name and email address will be shared with our Academy departments and with Starbase Europa C0 for the purpose of internal communications and services including proper accessibility and approval; those with access to this information are strictly prohibited from using these details for any other task out with the needs of your membership within SFC Quadrant 2.



Your personal address or phone number will be accessible by your regional Commanding Officer for the purpose of mail-outs, awards and organisation. Only Admin and your assigned CO will have access to this information and under no circumstances will any of your personal data be shared with another department or member of SFCQ2 without your express consent. Details of the information we collect and its usage include:

#### Home Address:

We collect your address and home information for the purpose of verification of our identity; of ensuring you are placed within your local catchment area for any unit activities (for example, London based members would be assigned to our Churchill unit) and for mailouts including welcome letters, commendation certificates, competitions and any orders made from our Quartermasters store.

Your home address is strictly controlled by our Director of Administration and accessible only by Admin & your CO under strict policies. No other parties or departments have access to this information and it will not be shared without your strict consent to do so.

#### Email:

As part of your base membership, we collect your email address for the purpose of using our membership service and our primary method of communication in regards to your membership. Your email address will be used to send you any fleet communication from our base welcome message, to promotions, assignments, membership support and for distribution of fleet materials.

Email addresses are shared with your Unit CO, our Academy Program and Europa Moderator for the purpose of membership services & communication. This is also shared with our MailChimp Service, outlined in section 105.

Phone numbers are used rather strictly to verify an identity and to avoid any member registering multiple times. Phone numbers may on occasion also be used to contact a member or, by consent of the member, create discussion groups via mobile apps who has inputted an incorrect email address; however this usage is restricted to paper memberships. ***Inputting a phone number is entirely optional*** and not a strict requirement of membership.

Phone numbers, if provided, are strictly controlled by our Director of Administration and accessible only by Admin & your CO under strict policies. No other parties or departments have access to this information and it will not be shared without your strict consent to do so.

#### Personal Information:

Aside from your name, tied with membership services, we collect further personal information such as date of birth to ensure members are over the age of 18 (members under the age of 18 are offered restricted access) and optional gender and pronoun information to ensure members' personal preferences are taken on board. This information is also used to track statistics; all statistics are collected anonymously without any names or other personal information attached.

All personal information provided upon application is strictly controlled by our Director of Fleet Administration with CO's having access as a Processor to your information. Additional notes, such as pronoun preferences, will be passed over to Unit CO's and Departments.

### 102 FLEET USAGE



The above information is used strictly for membership services. Information shared with other departments (outlined above) is strictly for usage within Quadrant 2 and all departments are held to our strict ethical and legal standards.

Those with access to both limited information and personal data are strictly prohibited from using these details for any other task out with the needs of your membership within SFC Quadrant 2. Your personal address or phone number will never be shared outwith Admin and your CO to any other member of SFC without your express consent.

All information provided voluntarily for the purpose of your SFC Membership is used only for membership services which includes communications by post or by email. We will not use this information for any commercial purposes including marketing and we will not share nor sell your information to any third party service: Inclusive of other regions of SFC such as Quadrant One in North America.

We will retain this information for the duration of your membership, however if any member is inactive for 18 months we will automatically cleanse their private information from our database.

### 103 HOW YOUR DATA IS STORED

For efficiency in accessibility, we utilise secure open source HR software to manage information. Our online database is not connected to our online Membership Hub and remains entirely separate.

Our Fleet Database is stored in a private hub controlled by the Director off Fleet Administration with CO's having access to those under their command. The database is held on a secure server with limited accessibility

When approving and verifying new member accounts, information provided voluntarily upon application is added to the database. Each member file is updated upon receipt of promotional award or commendation to track and monitor rewards and membership progress.

Transference of information to CO's and other internal departments as outlined above is communicated through our SFC email servers from our Administration account to CO/Unit emails.

### 104 SFCQ2.com

We may collect information about your computer and your visits to this website such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. We may use this information in the administration of this website and to improve it's functionality for the benefit of membership services.

To achieve this we use cookies on the site which may be stored by your browser to to your hard drive or device. We may also use that information to recognise your computer or device when you visit our website and to personalise our website for you.

Most browsers allow you to refuse to accept cookies. You can check your browsers options, tools or help menu for more information. This will, however, have a

negative impact upon the usability of many websites, including this one.

### 105 EXTERNAL SERVICES

In order to fulfil membership services, SFCQ2.com employs external services and plugins to connect with members. These include:

#### MAILCHIMP

As outlined on our membership application, SFCQ2 uses a Mailchimp email distribution list for the purposes of communication including, but not limited to, distribution of our Comms Quarterly publication and Fleet Announcements. SFCQ2 accounts are automatically enrolled into the list. Mailchimp receives your name and email address only and adheres to our Privacy Policy. [You can find out more regarding Contact Privacy via Mailchimps TOS.](#)

#### SOCIAL CONNECT

When creating an Account for SFCQ2.com, members are offered the option of registering via social connect options. When creating an account through a social media service, SFCQ2 only receives your name, a username generated via your name or handle and the email address assigned to the account. This is used strictly for creating a login for this site. Please refer to your preferred services privacy policy for further information on their usage of your data.

### 106 THIRD PARTY WEBSITES

Our website and social media contains links to other websites and services. We are not responsible for the privacy policies of third-party websites, however we make a firm commitment to not linking to anything we find lacks proper security and privacy compliance.

SFCQ2 utilises social media groups for communication, announcements and other social activities, primarily through Facebook for members who already have an account with the service. [You can read Facebooks privacy policy in full here.](#)

### 107 SECURITY OF YOUR PERSONAL DATA

We will take all reasonable precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the Internet is inherently insecure, and we cannot guarantee absolute security of data sent over the Internet, however we will and do treat the information with the highest levels of security we can provide.

We will store all the personal information you provide in our Fleet Database. Our database has strict usage restrictions and is solely managed by our Director of Fleet Operations with limited and regulated access for CO's.

Our website stores your login, email and password information. We may also store your login or password information for any third-party applications you denote as a connector. These may include, but are not limited to, twitter and facebook via our social connect plugin. This information is encrypted for security and is used solely to provide a connection between ourselves and the third-party application and will not be shared with any entity other than the third party in question.

You are responsible for keeping your passwords confidential. We will not ask you for your passwords nor do we have any direct access to them due to encryption methods used. If required the Director of Communications can reset your password.



You will be given instruction on how to change the generated password. This information is not retained by Comms.

### 108 ACCESSING YOUR PERSONAL DATA

At any time you may ask us to correct or review your personal information. You also have the right to request a log of all the information we store for your membership.

You have the following data protection rights:

- You can request access, correction, updates or deletion of your personal information.
- You can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information.
- If we have collected and process your personal information with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

To exercise any of these rights, please contact our Director of Administration directly at [info@starfleet-command.co.uk](mailto:info@starfleet-command.co.uk). We will respond to your request to change, correct, or delete your information within a reasonable time frame and notify you of the action we have taken.

### 109 REMOVAL OF YOUR PERSONAL DATA & ACCOUNT CLOSURES

Although membership of SFC is technically 'for life', we cannot and will not assume we have your consent nor the right to hold your information indefinitely.

Members who have remained inactive or have not responded to any communications for a period of 18 months will be automatically removed from our database. We review activity logs every six months.

As of January 2020 annual confirmation of membership is required from all members of all levels with the exception of new members who have recently signed up within a six month period: Members will be asked to confirm their membership: Those who choose not to will have their personal information removed entirely from our database.

Members can also close their account and revoke their membership at any time. This can be done by following our Cancellation procedure within our Account Hub or by contacting our Director of Fleet Administration at [info@starfleet-command.co.uk](mailto:info@starfleet-command.co.uk).

Upon closure of an account, either by inactivity or choice, we will remove all your personal data within a six week 'cooling off' period. After that six week period, we will cleanse all personal information from our database.

### 110 FURTHER DISCLOSURES

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:







- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights.

### 111 CHANGES TO OUR POLICY

We may update this privacy policy from time-to-time by posting a new version on our website. You should check [this page](#) occasionally to ensure you are happy with any changes.

We ensure our data management policy is held to the highest standards of law in compliance with EU and UK regulation and will continue to amend and update to comply with existing or future laws which may effect our operations.

### 112 DATA CONTROLLER

All personal and membership data is handled by the Director of Fleet Administration on behalf of Starfleet Command Quadrant 2 (SFCQ2). Our online services are handled by our Director of Communications.

If you have any questions about this privacy policy or about your personal data, please email us at [info@starfleet-command.co.uk](mailto:info@starfleet-command.co.uk). Further contact information is available to Members in our Membership Hub's [Downloads Section](#) (File: Contact Sheet).

### 113 POLICY REVISIONS

	Page	Original	Revision	Date
101	1	Your name and email address will be shared with our Academy departments and with your unit CO for the purpose of internal communications and services	Your name and email address will be shared with our Academy departments and with Starbase Europa CO for the purpose of internal communications and services including proper accessibility and approval	21/11/20 (Active: 01/01/21)
101	2	Your personal address or phone number will never be shared with a CO or any other member of SFC without your express consent.	Your personal address or phone number will be accessibly by your regional Commanding Officer for the purpose off mail-outs, awards and organisation. Only Admin and your assigned CO will have access to this information and under no circumstances with any off your personal data be shared with another department or member of SFCQ2 without your express consent.	21/11/20 (Active: 01/01/21)
101	2	Your home address is strictly held by our Director of Administration.	Your home address is strictly controlled by our Director of Administration and accessible only by Admin & your CO under strict policies.	21/11/20 (Active: 01/01/21)
101	2	Phone numbers are used rather strictly to verify an identity and to avoid any member registering multiple times. Phone numbers may on occasion also be used to contact a member who has inputted an incorrect email address; however this usage is restricted to paper memberships. <b>Inputting a phone number is entirely</b>	Phone numbers are used rather strictly to verify an identity and to avoid any member registering multiple times. Phone numbers may on occasion also be used to contact a member or, by consent of the member, create discussion groups via mobile apps who has inputted an incorrect email address; however	21/11/20 (Active: 01/01/21)



		<i>optional</i> and not a strict requirement of membership.	this usage is restricted to paper memberships. <b>Inputting a phone number is entirely optional</b> and not a strict requirement of membership.	
101	2	Phone numbers are strictly held by the Director of Administration and will only be used or passed on to a CO with your explicit consent.	Phone numbers, if provided are strictly controlled by our Director of Administration and accessible only by Admin & your CO under strict policies. No other parties or departments have access to this information and it will not be shared without your strict consent to do so.	21/11/20 (Active: 01/01/21)
101	2	Personal information is held strictly by our Director of Fleet Administration: Only pronoun preferences will be passed over to Unit CO's and Departments.	All personal information provided upon application is strictly controlled by our Director of Fleet Administration with CO's having access as a Processor to your information. Additional notes, such as pronoun preferences will be passed over to Unit CO's and Departments.	21/11/20 (Active: 01/01/21)
102	3	Those with access to the limited information are strictly prohibited from using these details for any other task out with the needs of your membership within SFC Quadrant 2. Your personal address or phone number will never be shared with a CO or any other member of SFC without your express consent.	Those with access to both limited information and personal data are strictly prohibited from using these details for any other task out with the needs of your membership within SFC Quadrant 2. Your personal address or phone number will never be shared outwith Admin and your CO to any other member of SFC without your express consent.	21/11/20 (Active: 01/01/21)
103	3	Our current Database was introduced in late 2019 and activated in January 2020 as our primary filing method. Prior to this information was stored in a simple spreadsheet on an offline drive and much like now, only accessible by the Director of Administration.	Our Fleet Database is stored in a private hub controlled by the Director off Fleet Administration with CO's having access to those under their command. The database is held on a secure server with limited accessibility	21/11/20 (Active: 01/01/21)
107	4	Our database has strict usage restrictions and is solely managed by our Director of Fleet Operations.	Our database has strict usage restrictions and is solely managed by our Director of Fleet Operations with limited and regulated access for CO's.	21/11/20 (Active: 01/01/21)
107	5	(N/A)	If required the Director of Communications can reset your password. You will be given instruction on how to change the generated password. This information is not retained by Comms.	21/11/20 (Active: 01/01/21)







