

Transcript: GDPR summary animation

<dry male corporate/sensible voice>

Protecting information is very important at the Co-op... The General Data Protection Regulation means you need to deal with data compliantly.....

<young, fresh female voice – warm, energetic, informal>

Actually, do you know what? This is bigger than rules and regulations. I mean, it's true – the law does say we must protect personal information. But more than that - it's about the kind of people we are.

People trust our Co-op. Well, let's be honest – they trust you. The person they speak to on the phone, chat to in store or give their information to.

Come a little closer: You see, we've got whole teams who specialise in protecting and managing information. But actually, this is all about you. Your rights - and your actions.

I mean you Jean in Brighton. And you Salim in Newcastle. And you Jon in Cardiff. Everyone! Our Co-op is known for doing the right thing. And that includes being careful with people's information.

Information or data means anything from email addresses and card details, to Facebook posts and even CCTV footage. Our world is full of information, so we need rules about how it's looked after.

At our Co-op, when we collect information from people, we promise we'll keep that information safe. And we keep our promises! But we need your help. If the Co-op doesn't look after information properly, there can be really serious consequences. Big fines, but more than that – people will stop trusting us. That means they might not want to shop with us or work for us.

These days we all have the right to know how our own information is being used. To know that it's only being used by the right people for the right reason. When you give someone your own personal information, you expect them to use it with care. So, if you come across information at work, then you need to use that with care too. It's part of looking after each other.

We all need to make sure information is properly handled – that means keeping it safe, treating it with respect and telling the right people if you think something's gone wrong. We want our Co-op to be known as an organisation that can be trusted with people's information.

Looking after our own and each other's information will make us a stronger Co-op and a stronger community.

Protecting information. It's all about you.

[ends]