

NFU Scotland

Terms and Conditions of Membership

Version 1.10 1st October 2018

This document sets out the terms and conditions of joining NFU Scotland.

These terms and conditions are subject to variation from time to time. Variations will be notified on NFU Scotland's website www.nfus.org.uk as will the latest version of these terms and conditions.

Any changes to these Terms and Conditions will also be notified through NFU Scotland's monthly magazine, The Scottish Farming Leader.

By joining NFU Scotland and paying your subscription fee you are agreeing to the terms and conditions detailed on this document.

1. Joining NFU Scotland

Membership of NFU Scotland is on an annual basis. Any payment arrangements that have been made by Direct Debit will automatically continue unless you notify your bank or building society that you wish to cancel them. If you do not have a Direct Debit agreement your renewal notice will show your annual subscription and request for payment either by cheque, debit or credit card or the opportunity to pay by Direct Debit agreement. Subscription fees are reviewed annually by the Board of NFU Scotland.

2. Membership Categories

NFU Scotland has four membership categories, each with its own rights to services and benefits.

When joining NFU Scotland, staff will suggest what category of membership is most suitable for you or your business. Changes to the membership category will be permitted at the discretion of NFU Scotland.

Farmer and Crofter Membership categories have full rights whereas Professional and Associate members have limited rights to benefits and services.

Only one postal address may apply to each membership but multiple email contacts are allowed dependent upon the category of membership.

Full details of these can be found on our website at;

<https://www.nfus.org.uk/join-nfus.aspx>

3. NFU Scotland Published Material and Assistance Provided

Every reasonable effort is made to ensure the accuracy of NFU Scotland's publications both in print and online at the date of publication; however, neither NFU Scotland nor the authors can accept liability for errors and omissions within the publications. Views expressed are not necessarily those of NFU Scotland. The articles are intended for general information only and do not constitute legal or professional advice. Readers should ensure they receive separate, detailed advice according to their own particular circumstances.

Assistance provided by NFU Scotland staff and elected members to help resolve members' problems does not constitute legal or professional advice. While every effort is taken to provide the best possible assistance, this is not a substitute for specific legal or professional advice.

NFU Scotland reserves the right to withdraw assistance from a member where the member is in dispute with another member.

4. Member Benefits

NFU Scotland members have access to a range of services and benefits. NFU Scotland reserves the right to amend, add to, or withdraw any of these member services at any time and will reflect these changes through our website.

Membership of NFU Scotland does not guarantee that the external provider will accept an application from a member for the provision of their goods/services. Goods/services supplied by an external provider will be subject to the provider's own terms and conditions. NFU Scotland does not accept any liability for any loss or damage suffered as a result of a fault, error or omission in the provision of these goods/services.

5. Queries or Complaints

NFU Scotland's aim is to provide the best customer service for its members. If you feel NFU Scotland has fallen short of this it needs to know so it can improve its service. If something has gone wrong, it will work with you to put things right and use your feedback to improve its service where possible. If you have any queries or comments please contact its member services team: Telephone: 0131 472 4000 Email: memberservices@nfus.org.uk Post: Member Services, NFU Scotland, Rural Centre, Ingliston, Newbridge, Midlothian EH28 8LT

6. Cancellation of Membership

NFU Scotland membership is an annual agreement. If you wish to cancel your membership subscription the lead member must provide 14 days notice informing us of your intention to cancel. Once renewal of your membership has occurred, it is still possible to cancel your membership, but NFU Scotland are not obliged to offer a refund and reserves the right to refund part of the subscription paid.

Notification to cancel should be sent in writing or by email to your local NFU Scotland Group Secretary or;

Email: memberservices@nfus.org.uk

Post: Member Services, NFU Scotland, Rural Centre, Ingliston, Newbridge, Midlothian EH28 8LT.

Your local Group Secretary can be found on the NFU Scotland website;

Go to <https://www.nfus.org.uk/about-nfus/group-secretaries.aspx>

7. How We Communicate With You

When you join NFU Scotland, you provide it with your personal details, including your address, telephone numbers and email. By giving this information you are agreeing that NFU Scotland may contact you from time to time by telephone, email, text message or post with information related to NFU Scotland's operations, meetings, events, products or services. You may opt out of receiving information from any or all of these communication channels by contacting NFU Scotland.

NFU Scotland will endeavour to ensure the information it holds will be accurate and up to date. You can check the information that it holds about you by emailing NFU Scotland. If you find any inaccuracies we will delete or correct them promptly. Email: memberservices@nfus.org.uk

8. Privacy

NFU Scotland is the Data Controller and takes your privacy very seriously. All information given to NFU Scotland is stored securely.

It may be necessary for NFU Scotland to transfer your information to third party processors, such as mailing houses and companies contracted to run our services. Arrangements are made to ensure that such information is protected in line with best Data Protection practices and legislation.

Telephone: 0131 472 4000 Email: compliance@nfus.org.uk Post: Member Services, NFU Scotland, Rural Centre, Ingliston, Newbridge, Midlothian EH28 8LT.

A link to our full Privacy Policy can be found at <https://www.nfus.org.uk/privacy-policy.aspx>

9. What we expect from our Members

NFU Scotland is committed to dealing with all members fairly and impartially and to providing a high standard of service to provide you with the services you need, when you want them. When you contact or communicate with NFU Scotland (face to face, by phone, by letter or online), our staff will be polite to you and will expect the same from you. However, NFU Scotland does not expect its staff to tolerate behaviour by members which is clearly unacceptable (e.g. abusive, offensive or threatening). If you do not treat our staff with respect it may, in order to maintain its service standards suspend you from accessing certain membership benefits or change the ways in which you can communicate with NFU Scotland.