

# Intro to Technical and Data Services

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# Start Here

## Support available on the **Tech and Data** shelf

You can get **direct support via email and mattermost** from the Digital Team.

This team also provides **advice and consultancy** on bigger projects.

Data Protection is very important to take time to learn about. If you're collecting or using personal data, there are **resources about GDPR to help you** to understand what you need to do.

## The Hub, Mattermost, Cloud and Forums

This book contains everything you need to know about these services, from what they are, to getting an account, using them effectively and more technical guidance for people who become 'group admins' or 'hub admins'

- **The Hub** : holds information on XRUK groups, their purpose, members, roles and contacts.
- **Mattermost** : Messaging platform connecting you to other rebels in XRUK and worldwide
- **The Cloud** : secure document creation and storage
- **Forums** : long-term, in-depth discussions

## Action Network for XR

- XRUK mailing system containing separate 'email lists' for Nations & Regions, Local Groups, Campaigns, Volunteers, Talks and Training. All connected in one big 'network'.

## Online tech tools

- This provides guidance for other tech tools not covered in the two books listed above.

## How to contribute to the Rebel Toolkit

- How any individual or team can contribute content to the toolkit
- Guidance for editors of the toolkit

# Getting Tech Support

## What can I ask and where?

**The Digital Team is here to help.**

All of us have difficulties in remembering exactly how to do things and sometimes it's quicker to ask a question than to search through help guides.

**If you are already a user of Mattermost** you can ask questions in the channels listed below, **otherwise contact [tech@rebellion.earth](mailto:tech@rebellion.earth)** and your query will be relayed to the appropriate team.

- For help with **The Hub**, **UK Forums** or **UK Cloud** go to the [Hub Help Desk](#) channel.
- If your query relates to **Action Network** contact the [Action Network Data Team Reception](#).
- For **other technical enquiries** go to [Tech Reception](#)

The 'Digital' team provide maintenance and support for The Hub, Cloud, Forums and Mattermost, Action Network email lists, GDPR and security, volunteer website, bespoke CRM design, extinctionrebellion.uk email accounts, Bitwarden password vaults, movement calendar, actions map and local group map.

# GDPR and Personal Data

## What is GDPR?

GDPR stands for General Data Protection Regulation.

It's the UK version of EU data protection legislation. If we break this law, we risk consequences to the whole organisation and our ability to communicate.

Plus, we want to take care of each other, and that includes being careful with information about each other, so complying with GDPR rules is totally in accordance with our XR Principles and Values.

Following GDPR is about showing respect to rebels. We want to ensure that all rebels' personal data is treated with respect and protected from misuse. GDPR provides a sensible set of principles that can help us to do that. If you're collecting or using personal data, the resources here will help you to understand what you need to do.

- Here's a short 6-minute [video explainer](#) of why GDPR is important to you and XR.
- Our [GDPR training deck](#) is packed with exercises to help you remember the core concepts!
- Or you can visit the [interactive GDPR training at Rebellion Academy](#).

## What to do

Once you know what "personal data" is, check out the **Data Plan below** if you:

1. Plan to get personal data - so you need to make a Data Plan
2. Already have personal data and you haven't done a Data Plan yet, or
3. You are changing how you use personal data - so your Data Plan needs creating or changing

The Data Plan should prompt questions about new data collection. It's also a good starting point if you have data and have got to catch up on the planning part.

**Here's the link to the detailed [Data Plan](#) - please read through this, then contact the GDPR team who will help you from then on.**

You can contact us via our [GDPR & Security Reception channel](#) on Mattermost or by email at [dataprotection@rebellion.earth](mailto:dataprotection@rebellion.earth)

# Consultancy

The Digital Team can help with creating, changing or reconfiguring a Digital service.

We have experts in analysis, design, software development, GDPR, non Digital software and project management of Digital systems. We can discuss your requirement and help you to avoid developing something that we could have done for you, is not GDPR compliant or already exists.

Contact us on Mattermost at Tech Reception

If you don't use Mattermost, email [tech@rebellion.earth](mailto:tech@rebellion.earth)