



Registered charity no. 1193997

Privacy Policy

I. How we collect, store and use personal information

What is this Privacy Policy for?

This policy sets out how foodbank.community as a data controller (in this document referred to as 'we') collects, stores and uses personal data. We will only ever collect personal information that is required to successfully operate our organisation and to fulfil our mission. Personal data will only be collected by lawful and fair means and with the knowledge or consent of the individual concerns. We will only contact individuals if requested, necessary for our operation or consent has been given. We will never sell any data to a third party.

Who processes the data?

We collect data from an individual, if this individual gives it to us directly, e.g. through signing up to become a volunteer, or contacting us by e-mail, phone or post. We never buy data from a third party. We only hold data on our volunteers, partner organisations and suppliers that we deliver to and collect from.

What personal data do we process?

We only collect, store and use personal data if it is required for our operation or by law. In general, we collect the following information:

- First name
- Surname
- Contact details (e-mail address, phone number, address)

We request additional information from an individual if they become a volunteer. As a volunteer, they will have to sign our foodbank.community Volunteer Agreement Sign-Up Form and we will process the following information

- Contact details for an emergency contact (name, contact number, relationship)
- Criminal convictions (if applicable)
- Relevant medical conditions/disabilities (if applicable)

How do we use personal data?

We use personal data for administrative purposes, including:

- communications, if an individual has made an enquiry.
- the administration of a volunteering application.
- the administration of volunteers.

What are the legal bases for processing personal data?

We will communicate with our volunteers to keep them informed about anything that is relevant to volunteers at foodbank.community, e.g. available shifts, new volunteering opportunities, changes to our current operations, etc. This is necessary for our operation and we therefore rely on legitimate interest.

How do we store personal data?

We aim to ensure that all personal information is held securely by us and any external companies we use to process data on our behalf. We might use third parties inside and outside the European Economic area to provide a platform for the data that we are storing but always ensure that they are compliant with GDPR (General Data Protection Regulation) and store personal information on secure servers.

How long do we store personal data for?

We will store personal data only for as long as required for our operation or by law. If an individual is no longer a volunteer, we will hold on to their data for three years and then safely remove the data we hold. However, if an individual requests to have their data removed before the data retention period is over and we no longer require the data for a legal reason, the personal data will be removed.

II. Your rights

Under GDPR, an individual whose personal data we hold, has the following rights:

- The right to be informed: You have the right to know how we process your personal data.
- The right of access: You have the right to contact us and request a copy of the personal information we hold on you.
- The right of rectification: You have the right to request that we update your personal information.
- The right to erasure: You have the right to have your personal information deleted from our records.
- The right to restrict processing: You have the right to request that the processing of your data is restricted.
- The right data portability: You have the right to reuse or have your personal data transferred.
- The right to object: You have the right to object to us processing your data.

Furthermore, you have the right to make a complaint to the Information Commissioner's Office (ICO) about the way we process your data. You can contact them on 0303 123 1113 or visit the website: <https://ico.org.uk/concerns/>

III. How to contact us about privacy concerns

If you have any concerns or questions regarding your personal data or would like to exercise your rights outlined above, please write to us at:

foodbank.community
Hutton & Shenfield Union Church
Roundwood Avenue
Hutton
Brentwood
Essex
CM13 2NA

trustees@foodbank.community

Any major updates to this Privacy Policy will be communicated to the individuals affected.

Policy reviewed:
Next review date:

January 2023
January 2024