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Data Privacy Notice for People Referred to North Cotswold Foodbank

1. Personal data

- 1.1. When you come to a foodbank for help, the foodbank will keep some data about you. This is “personal data”, because it is about you as a particular person, and it can be linked to you.
- 1.2. The food bank is responsible for looking after your personal information. This is known as being a data controller and we are registered with the Information Commissioner's Office (registration number Z3439570).
- 1.3. If you have any questions about anything in this notice, you can contact the Project Manager at info@northcotswold.foodbank.org.uk or phone 07879 375562

2. What personal data do we hold?

- 2.1. The food bank will keep the data that is on your foodbank voucher(s) including; your name, address, and year of birth; information about your household including the number of other adults and children living with you and the reason you were referred. We will also keep a record of who gave you the foodbank voucher. If you give permission we will also keep information on any dietary requirements and a phone number; so we can contact you about the support we can offer.
- 2.2. The organisation that referred you may have also asked you about your ethnicity. We use this information to help us to better understand if we are meeting the needs of different groups in our communities. This is sensitive personal information and we need your permission to hold it. You can choose not to provide this information and it will not affect the help you receive in any way. Once you collect your parcel this information is anonymised (so that it cannot be linked to you).
- 2.3. This is the only data the foodbank will hold about you. We do not get data about you in any other way.

3. How is your personal data kept safe?

- 3.1. Your data is kept in a secure database. This can only be accessed with a login and password. We require all users of the system to sign a “data protection statement”. This means they know they must keep your data safe, and only use it for the right purposes. All our other volunteers also have to sign a confidentiality agreement. We are as careful as possible to make sure no one else

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can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

- 3.2. If you came to the foodbank with a printed voucher, your voucher will be kept separately. Printed vouchers are transported in a closed wallet and kept in a locked cabinet. They are never left where someone could see them.

4. What is your data used for?

- 4.1. We only ask for information about you that we need. The reasons we need your information include:

To provide you with the help and support you have requested.

To report on the number of people who need our help, the reasons they need it and the support we have been able to provide.

If you've needed help from the food bank more than once, we use this information to understand if you need other help, such as help maximising your income. In this situation we may be able to offer support directly, or with your permission, refer you to another organisation who can help.

5. Does the foodbank have a right to your data?

- 5.1. Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "legitimate interests".
- 5.2. The foodbank has a "legitimate interest" in keeping the data from your foodbank voucher. This is so we can carry out the two main purposes described above – checking how many times clients visit the foodbank, and reporting on the need for foodbanks.
- 5.3. There is another type of "lawful basis" called "consent". If we are to give you extra help, we may need particular information from you. We may need to ask you additional questions and record the answers. The lawful basis for this will be your informed "consent".

6. Who can see your data?

- 6.1. Your personal information is only seen by people who need to do so for food bank reasons. It is not used for any other purpose. Your information is accessible to authorised people from this food bank. If you go to a different food bank in the Trussell Trust Foodbank Network, then authorised people from both food banks will be able to see your information – including your visits to the other food bank(s).

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- 6.2. Agencies who refer you to a food bank using an on-line system called “e-referral” can see information about you and your visits to the food bank. If an agency with access to e-referral performs a successful search for someone with your name and postcode, they can see the date you last accessed help, but they can’t see any more detail, like your address or why you needed food bank help unless they refer you.
- 6.3. When you visit a foodbank to collect your parcel the outlet will also see some information about you and your visits to the foodbank. If the outlet performs a successful search for someone with your name and postcode, they can see the date you last accessed help and details about the parcel you need. They can also see your address, telephone number and email address. They will only contact you if you have given explicit permission for them to do so and only in relation to your food parcel.
- 6.4. If it is essential that access to your address, phone number and e-mail address is restricted (for example, you have been a victim of domestic violence) you can ask for your record to be marked as sensitive. This will restrict access to your personal information to the person who issued your voucher. It will hide your address, phone number and e-mail address from the foodbank when you collect your parcel. It does not hide your personal data from those with the highest levels of access to the DCS which is necessary to manage the records held in the system.
- 6.5. Your personal information is stored in a secure database run by the Trussell Trust, who are a separate data controller. The Trussell Trust is a data controller registered with the UK Information Commissioner’s Office registration number Z279027X. The Trussell Trust uses your information for statistical, research and monitoring purposes to campaign for a future where no one needs to use a food bank.
- 6.6. The Trussell Trust uses trusted suppliers to help run and manage the system. Where the Trussell Trust works third parties, they have contracts or agreements in place to ensure your information is kept safe. For more information about how the Trussell Trust protected your information please visit <https://trusselltrust.org/privacy>

7. How long will your data be kept?

- 7.1. Your personal data is kept for six years. After six years, identifiable information about you, like your name and address, are removed from the database. This is known as anonymisation as the data can no longer be linked to you.
- 7.2. We keep this anonymised information so we can effectively report on how the need for food banks has changed over time.
- 7.3. This is so we could prove we have acted properly as a charity, and used people’s donations in the right way. Charity law means we may need to be able to prove this.

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8. What rights do you have?

8.1. You have a number of rights under Data Protection legislation, including:

8.2. Right to be know what data we hold

You have a right to know what personal data we hold about you. This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

8.3. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a “subject access request”. If you make a “subject access request”, we will give you a copy of all the data we hold about you. We will do this within one month. If it helps, we will give you the data in a computer file.

8.4. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data.

We will give you a statement explaining why we use your data and explaining the “lawful grounds” If you are still not happy, you can complain to the Information Commissioner’s Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

8.5. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected. We may need to check what is the correct data, but will put right any mistakes as soon as possible.

8.6. Right to Restriction of Processing

You can ask us to restrict our processing of your personal data or to delete your personal data if there is no compelling reason for us to continue using or holding this information

8.7. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don’t need to keep your data any longer than six years.

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Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

9. Who can you speak to if you have questions?

9.1. If you have questions about your data, and what we do with it, you should contact the foodbank project manager:

Kevin Carden, info@northcotswold.foodbank.org.uk 07879 375 562