

Data Privacy Statement For People Referred to Foodbanks

Purpose:	To detail the Data Privacy arrangements between North Cotswold Foodbank and people referred to it		
Date:	December 2025	Approved:	11 February 26
Contact:	Kevin Carden, Foodbank Manager		
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Version	Author	Date	Changes
1.0	Trussell Template	April 2020	
2.0	Lorna Shawcross	August 2023	Minor spelling, grammar and formatting corrections Para 1.2 added to bring in line with Trussell template from May 2023 Para 2.1 updated to bring in line with TT template from May 2023 Para 2.2 added to bring in line with TT template from May 2023 reflecting additional questions that can be asked when a voucher is issued Section 4 updated to bring in line with TT template from May 2023 Section 6 updated to bring in line with TT template from

			May 2023 Para 6.4 Added information about marking a client record sensitive Section 7 updated to bring in line with TT template from May 2023 Re-ordered para 8 and 9 Para 8.1.5 - added Right to Restriction of processing (included in TT template from May 2023)
v2.1	Lorna Shawcross	July 2024	Minor formatting, grammar and spelling corrections Statement title amended to bring in line with latest wording from TT Para 1.3 Added contact details for questions about the notice
v2.2	Jonathan Brown	June 2025	Updated branding Replaced Trussell Trust with Trussell throughout document Para 2.1 added that an email address may also be recorded Section 3 - rewritten following the move to use of E vouchers Section 6 - paragraphs re-ordered to avoid repetition of information Para 6.3 clarified that any registered user at an agency can see vouchers marked sensitive that were issued by the agency Para 6.5 amended wording from 'the outlet' to 'volunteers at the outlet' Para 7.1 - retention period changed from 6 to 7 years to bring it in line with the data collection system Para 8.1 - added 'but not limited to' Para 8.3 - clarified timescales for complex SAR requests Para 8.7 - rewritten with additional explanation of

			retention periods
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Data Privacy Notice for People Referred to North Cotswold Foodbank

1. Personal data

- 1.1. When you come to a food bank for help, the food bank 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 food bank 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 food bank voucher. If you give permission we will also keep information on any dietary requirements, an email address and/or 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 food bank 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 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 have an electronic voucher, your information will be entered onto our secure online database.
- 3.3. If you have a red printed voucher, the information on it will also be entered onto our secure online database. The red printed voucher is transported in a closed wallet and kept in a secure filing cabinet for 30 days after processing in case of any query. Red vouchers are kept in a locked cabinet. They are never left where someone could see them.
- 3.4. Information held in our secure online database is automatically deleted after 7 years.

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 food bank have a right to your data?

- 5.1. Under Data Protection legislation, the food bank 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 food bank has a "legitimate interest" in keeping the data from your food bank 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 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).

- 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 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 agency who issued your voucher, the foodbank where the voucher was to be collected and those with the highest levels of access to the secure database, which is necessary to manage the records held in the system.
- 6.3. If you have previously used the foodbank and had your voucher from that agency they will be able to see all the information about you that is held in the e-referral system. This will include people at the agency who you have not previously had contact with even if your record is marked sensitive.
- 6.4. If you have used the food bank previously but had vouchers from a different agency then all that can be seen is your name, postcode and date of last voucher. When they issue you a voucher all the information in the e-referral system will become visible to them. If your record is marked as sensitive then the agency will not find your details and will need to create a new record for you before issuing your voucher.
- 6.5. When you visit a food bank to collect your parcel, volunteers at 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.
- 6.6. Your personal information is stored in a secure database run by Trussell, who are a separate data controller. Trussell is a data controller registered with the UK Information Commissioner’s Office registration number Z279027X. Trussell uses your information for statistical, research and monitoring purposes to campaign for a future where no one needs to use a food bank.
- 6.7. Trussell uses trusted suppliers to help run and manage the system. Where Trussell works with third parties, they have contracts or agreements in place to ensure your information is kept safe. For more information about how Trussell protected your information please visit <https://trussell.org/privacy>

7. How long will your data be kept?

- 7.1. Your personal data is kept for seven years. After seven 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.

8. What rights do you have?

- 8.1. You have a number of rights under Data Protection legislation, including (but not limited to):

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 provide this information within 30 days of being asked. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. . 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

Your personal data in each voucher is anonymised after seven years. All the personal data in your record is deleted when you have had no contact with the food bank for seven years. You have a right for this to happen, because we don't need to keep your data any longer than seven years.

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 food bank manager:

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