

Privacy Notice for People Referred to Foodbanks.

Personal Information

When you come to a food bank for help, the food bank will keep some information about you. This is “personal data”, because it is about you as an individual, and it can be linked to you. The food bank is responsible for looking after your personal information, known as the data controller, we’re registered with the Information Commissioners Office (Reg no: ZA079854).

If you have any questions about anything in this notice, you can contact Wendy Doyle the Operations Manager on 0113 277 2229 or at info@leedssouthandeast.foodbank.org.uk.

What personal data do we hold?

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; the reason you were referred. We will also keep a record of who gave you the foodbank voucher, where you give permission for any dietary requirements, and a phone number; so, we can contact you about the support we can offer.

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’re 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 won’t affect the help you receive in any way. Once you collect your parcel this information is anonymised (so that it can’t be linked to you).

What is your data used for?

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

1. To provide you with the help and support you’ve requested.
2. To report on the reasons why people need our help, and the support we’ve provided.
3. 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.

Does the food bank have a right to your data?

Under UK Data Protection law, we need a “lawful basis” for using your personal information.

The food bank has a “legitimate interest” to use information you provide to offer you the help you’ve requested, and to evidence why people needed our help, and the support we’ve given.

In some situations, we need your “consent” to use your information. For example, where you agree to provide a phone number so we can contact you about the support we’re providing or where you provide information about your ethnicity.

Who can see your data?

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).

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.

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.

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>

How long will your data be kept?

Your personal information is kept for six years after the date you last received a food parcel. 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. We keep this information so we can effectively report on how the need for food banks has changed over time. We also need to show we have acted properly as a charity and used people’s donations in the right way.

What rights do you have?

Under UK Data Protection legislation, you have several rights, including to:

- Ask us for a copy of your personal information. There are some exemptions, which mean you may not always receive all the information we process.
- Tell us to change or correct your personal information if it is incomplete or inaccurate.

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- 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.
- Receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, so that you can send it to another organisation.
- Object, on grounds relating to your specific situation, to any of our processing activities where you feel this has a negative and disproportionate impact on you.

To exercise your rights please contact Wendy Doyle the Operations Manager on 0113 277 2229 or at info@leedssouthandeast.foodbank.org.uk.

Data Privacy Notice for Referral Agencies

Personal data

When your organisation becomes a referral partner for the foodbank, the foodbank will keep some data about you. This includes some “personal data” which relates to particular named people. We also keep data about clients you refer to the foodbank. There is a separate Data Privacy Statement for Clients. Please ask if you would like to see a copy of that Data Privacy Statement.

What personal data do we hold?

The foodbank will keep data about you in two ways:

1. The **registration form** you filled in to become a referral agency this records the name, address, email address, phone number, and name of principal contact at your organisation; and the name, signature and role of personnel authorised to issue foodbank vouchers
2. Our **on-line data system** this records the name, address, email address, phone number, and name of principal contact at your organisation; and the name, job title and email address of any personnel authorised to make e-referrals to the foodbank

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way.

There may also be information about you in emails.

How is your personal data kept safe?

Your registration forms are held in a locked cabinet at the main office. The key is only available to Managers.

The digital data is kept in a secure on-line 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 unauthorised person can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

What is your data used for?

Your data is only used to

- Validate signatures on vouchers your organisation has issued
- Contact you if there is an important query about a client you have referred to the foodbank

- Send you replacement vouchers
- Keep in contact with you, for example to seek a meeting or invite your organisation to an event

Does the foodbank have a right to your data?

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 “performance of a contract”.

When you become a referral agency foodbank, we enter into a “contract” together. You undertake to send people in genuine crisis to the foodbank with a completed voucher; we undertake to provide them with emergency food and contact you if there is a problem. To do this, we need to hold data about you.

That is why the lawful basis for holding your data is “performance of a contract”.

Who can see your data?

The only people who have access to your application forms are admin staff.

Your data on the on-line system can only be seen by authorised people who have been given a login and password for the data system.

We are as careful as possible to make sure no one else has access to your data.

How long will your data be kept?

Your application form will be kept while you are a referral agency for the foodbank.

If you stop being a referral agency, we will destroy your application form and any other signatories’ forms.

We will also delete you from the online data system as an active referral agency.

The on-line data system also records data from all foodbank vouchers. These will continue to show the name of the agency and the agency worker that issued a voucher, and their contact phone number. This is also recorded on the printed vouchers. These are kept for six years in case we need to evidence proper use of public donations.

Who can you speak to if you have questions?

If you have questions about your data, and what we do with it, you should contact the Operations Manager Wendy Doyle on 0113 277 2229 or at info@leedssouthandeast.foodbank.org.uk

What rights do you have?

You have a number of rights under Data Protection legislation:

1. **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.
2. **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.
3. **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.

4. 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.

5. 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.

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

Data Privacy Notice for Food Donor Groups

Personal data

When your organisation becomes a regular food donor for the foodbank, the foodbank will keep some data about you. This includes some "personal data", which relates to particular named people.

What personal data do we hold?

The foodbank will keep data about you on an on-line data system.

This will record the name of your group, and your main contact's name, phone numbers, email address and postal address.

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way.

There may also be information about you in emails.

How is your personal data kept safe?

The data is kept in a secure on-line 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 unauthorised person can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

What is your data used for?

Your data will only be used to contact you about food donations. For example, this could be to advise you of shortage items, to thank you for donations, or to prompt you about delivery arrangements for harvest or Christmas donations.

We may also use your data to send you newsletters or information about the work of the foodbank. There is a separate Data Privacy Statement for "Supporters". Please ask if you would like to see a copy of that Data Privacy Statement.

Does the foodbank have a right to your data?

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 "performance of a contract".

When you become a food donor group, we enter into a "contract" or relationship together. You undertake to make food donations to the foodbank; we undertake to give you information that will help you. To do this, we need to hold data about you. That is why the lawful basis for holding your data is "performance of a contract".

If we send you newsletters or information about the work of the foodbank, the lawful basis for this is "legitimate interest". As a supporter group, we believe that it is reasonable ("legitimate") for us

to keep you informed. Newsletters or similar communications will always have an opt-out or “unsubscribe” option.

Who can see your data?

Your data on the on-line system can only be seen by authorised people who have been given a login and password for the data system.

We are as careful as possible to make sure no one else has access to your data.

How long will your data be kept?

Your data will be kept while you are a donor group.

If you tell us you have stopped being a donor group, we will delete your organisation’s data from the on-line system’s record of active donor groups.

The data system will still record donation amounts and dates, but your contact details will not be kept.

Who can you speak to if you have questions?

If you have questions about your data, and what we do with it, you should contact the Office Manager, Sinead Williams, sineadwilliams@leedssouthandeast.foodbank.org.uk, 0113 277 2229.

What rights do you have?

You have a number of rights under Data Protection legislation:

1. **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.
2. **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.
3. **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.
4. **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.
5. **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.

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

Data Privacy Notice for Foodbank Volunteers

Personal data

When you become a volunteer at the foodbank, 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.

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What personal data do we hold?

The foodbank will keep personal data about you on up to three documents:

1. Your **initial contact information** - this will record your name and contact details when you make contact with us about being a volunteer.
2. The **application form** you filled in to request becoming a volunteer - this records your name, address, contact details, next of kin, emergency contact, notes on health issues, availability, work experience or qualifications, if a DBS check was needed, and unspent criminal convictions
3. An **interview form** which we filled in if you are interviewed as for a volunteer position - this holds things like your name, any health issues or medication, your previous work experience and qualifications, and whether you can drive
4. A volunteer **record card** - if you are taken on as a volunteer, this holds your name, address, contact details, next of kin, emergency contact, notes on health issues, if a DBS check was needed, and a space for notes

In the event of a grievance, accusation, or disciplinary matter, this will be recorded separately. This is the only data the foodbank will usually hold about you. We do not get data about you in any other way.

How is your personal data kept safe?

Your data is kept in a secure locked filing cabinet in the main office. The key is only available to managers.

What is your data used for?

Your data is only used for purposes directly relating to your volunteering, particularly:

1. To work out the best volunteer opportunities for you
2. To contact you about your volunteering, if we need to
3. To make sure you get the right medical care, if you are taken ill when volunteering
4. To contact the right person, if you have an accident or are taken ill when volunteering
5. To know that you have signed a confidentiality agreement, have been told about health and safety, and/or have given permission to be photographed

Does the foodbank have a right to your data?

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 “performance of a contract”.

When you become a volunteer, you enter into a “contract” (or agreement) with the foodbank. You undertake to play your part as a volunteer; we undertake to look after you, and other people, properly. To do this, we need to hold data about you. That is why the lawful basis for holding your data is “performance of a contract”.

Who can see your data?

The only people who have access to your data are the management team. We are as careful as possible to make sure no one else has access to your data.

How long will your data be kept?

Your initial contact details will be kept on a password protected secure computer file. They will be deleted as soon as you send us a completed application form, or you have told us that you do not want to volunteer.

If we are unable to find a volunteer position for you, your application form will be kept for one year, unless you ask us to delete it sooner.

If you become a volunteer, then your data is kept for as long as you are a volunteer at the foodbank.

If you stop being a volunteer, we will keep your data for a further year. This is so that we can contact you, if we need to ask you any questions about your time as a volunteer. It also helps us if you ask us for a reference, because you are applying for a job or another volunteer position. After a year your records will be destroyed, unless there is a reason why we still need to be in touch with you about your time as a volunteer.

We may keep records of any grievance, dispute or accusation for up to six years.

Who can you speak to if you have questions?

If you have questions about your data, and what we do with it, you should contact the Operations Manager Wendy Doyle on 0113 277 2229 or at info@leedssouthandeast.foodbank.org.uk.

What rights do you have?

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1. **Right to be know what data we hold**

You have a right to know what personal data we hold about you.

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2. **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.

3. **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.

4. **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.

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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.