

The UK General Data Protection Regulation (GDPR) protects citizen's personal data and applies when an organisation requests, receives or stores this data digitally or as paper records.

For a charity this can refer to the personal data we collect about our volunteers, beneficiaries, suppliers and donors, and why and how we collect and keep it.

DATA PROTECTION CODE OF PRACTICE

Transparency and Consent

1. Only data necessary for the operation of the Food Bank will be collected.
2. We will inform individuals of what personal data is collected and kept and for what purpose. A simple method will be provided for them to request to see their data and to have it corrected or deleted.

Data Security & Accuracy

1. Personal data will only be accessible to those in our charity who need it.
2. No personal data will be released to a third party without the individual's prior permission. Data related to Health and Safety and Safeguarding issues may be shared with relevant outside bodies e.g. ambulance, police, social services, as the law allows.
3. We will take reasonable steps to ensure data is accurate and remove or correct data if inaccurate
4. Important data will be protected by using secure processes e.g. passwords, encryption, locked cabinet when not in use.

Records

1. Personal data collected and stored will be kept to a minimum
2. Data kept will be reviewed regularly and when no longer essential will be disposed of securely.
3. Steps taken to comply with Data Protection will be documented and updated on a regular basis.

WHY AND HOW WE COLLECT AND USE YOUR PERSONAL INFORMATION

We collect a limited amount of data provided by you or the referral agency you contacted:

Your family name, the number of adults and children in the family and any dietary requirements in order to provide a suitable food pack and food vouchers.

The date you attend and your post code in order to monitor the frequency of use and the reach of the Food Bank

Security of Data

Personal data is only seen by those in our charity who need it. It is not shared with anyone else.

Referral forms are kept for the current and preceding year and then shredded.

A summary is held in a secure data base and then deleted when no longer essential. It is only accessible by approved members of the Charity.

Your Rights

If you want to know more or have concerns about or object to us having your data please contact the Food Bank via email info@pactfoodbank.org.uk

Under data protection law you have the right to:

- request a copy of your personal data
- have it corrected if inaccurate
- request for it to be erased if no longer necessary or legally required
- object to how we use your data
- lodge a complaint with the Information Commissioners Office at

ICO, Wycliffe House, Water Lane, Wilmslow, cheshire SK9 5AF

website: <https://www.ico.org.uk>

Helpline: 0303 123 1113

DATA PRIVACY FOR VOLUNTEERS AND DONORS

28/10/2022

How we use your information

Volunteers

We collect personal data supplied by you eg. name, contact email/phone number and any specific information on how or when you are available.

We use this information to keep you informed of what is happening at the Food Bank and to prepare shift rotas.

Committee Members

Contact details ie. name, email and phone number are displayed at the Food Bank for volunteers to report any concerns.

Home address required for Charity Commission and bank accounts

Donors

Personal data as for volunteers, plus if appropriate, home address, date and amount donated in order to collect Gift Aid

Your Rights

If you want to know more or have concerns about or object to us having your data please contact a member of the Food Bank Committee or email

info@pactfoodbank.org.uk

Under data protection law you have the right to:

- request a copy of your personal data
- have it corrected if inaccurate
- request for it to be erased if no longer necessary or legally required
- object to how we use your data
- lodge a complaint with the Information Commissioners Office at

ICO, Wycliffe House, Water Lane, Wilmslow, cheshire SK9 5AF

website: <https://www.ico.org.uk>

Helpline: 0303 123 1113