



Food Bank Aid

Privacy Policy

1. About us

Food Bank Aid is a registered charity (Charity Number 1194314) set up in 2021. We are also a company limited by guarantee (company number 13299257).

Our registered address is 2B Chaplin Square, Great North Leisure Park, London N12 OGL

Contact Email Address: info@foodbankaid.org.uk

For the purpose of the EU General Data Protection Regulation (**GDPR**), the GDPR as incorporated into English Law, and the Data Protection Act 2018 (together the **Data Protection Laws**) Food Bank Aid is the data controller of the personal information referred to in this policy.

Food Bank Aid promises to take great care with your personal information. We commit to protecting any personal information we obtain about you, whether you are a financial supporter, donor, volunteer, employee, partner or campaigner.

This Privacy Policy sets out how and why we obtain, use and protect personal information if you interact with us in one of these roles.

In the event that you work with us in another way - for instance, enrol in a specific event, program, apply for a job, there may be a separate Privacy Policy which describes how we use that data.

2. Our Purpose

The objects of the Charity are for the public benefit and specifically restricted to the relief of poverty, especially food poverty, by means including the collection, sorting and distribution of food and other supplies to food bank that serve the needs of persons who are or in danger of suffering food poverty. Our supporters help us to achieve this in a variety of ways, primarily by:

- I. Fundraising, donating money and donating food and food supplies to support our programme of work;
- II. Volunteering at the Hub and supporting our activities in the community;
- III. Campaigning for change;

We take active steps to make sure that our supporters are aware of the ways in which they can help us achieve our overall purpose.

3. About this policy

This privacy policy applies to personal information that Food Bank Aid may collect and process about you, whether you are a donor, employee, volunteer, supplier, or anyone else we may interact with. We are committed to protecting and respecting your privacy. In this policy you will find information about what types of information we may hold about you, how and why we collect it, how we use it, and how we keep it secure. This policy also tells you about your rights and how you can exercise them and how the law protects you. Please read it carefully to understand our views and practices regarding your personal data and how we will treat it.

4. What personal information we collect

We only collect the information that we need to in order to carry out and promote our charitable activities. Typically, this may include the following information:

- Your name and contact information such as your address, email address and telephone number;
- Information related to your attendance at, and interest in, Food Bank Aid events;
- Information relating to donations you may have made to Food Bank Aid;
- Any other information you choose to provide by corresponding with us by phone, e-mail, via our social media pages, or otherwise, or when you fill out one of our forms;
- We may also take photographs of you if you attend any Food Bank Aid events.

5. How we collect your personal information

- When you provide it to us, including by filling in forms or by corresponding with us by post, phone, email, social media or otherwise;
- When it is provided to us by third parties;
- When you make a financial donation;
- From publicly available sources;
- If you are a supplier, when you provide services to us.

6. Why we process your personal information

We hold and process supporters' personal information for a number of reasons:

- To keep a record of donations made and actions taken by our supporters and our communications with them
- To send our supporters information about our projects, fundraising activities and appeals where we have their consent or are otherwise allowed to
- To support volunteers
- To record campaigning actions by supporters
- To support community- based fundraising and campaigning
- To claim gift aid on donations
- To keep people safe, whether they are visitors to premises, volunteers, staff or participants in events
- To comply with legal obligations
- To manage our organisation
- To ensure we do not send unwanted information to supporters or members of the public who have informed us they do not wish to be contacted

These reasons are underpinned by a "legal basis" under GDPR. We outline in the next section what these are for our main activities.

7. Legal basis for processing

There are a number of different legal grounds for processing personal information. Which one is applicable will depend on precisely how we are processing your information and for what purpose. Most commonly we will process your information where it is necessary and:

- To pursue our legitimate interests as a charity (or those of a third party) and your interests and fundamental rights do not override those interests (our legitimate interests include providing an effective service to you, promoting the charity and its events, keeping our records updated and carrying out our administrative and operational functions);
- We need to perform the contract we are about to enter into or have entered into with you;
- To comply with our legal obligations;
- Because you have consented to the processing that we are carrying out (if we are relying on your consent to process your personal information, you may withdraw that consent at any time).

8. How we share your personal information

We will only use your information within Food Bank Aid for the purposes for which it was obtained. We will not, under any circumstances, share or sell your personal data with any third party for their own marketing purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

When employees or volunteers leave Food Bank Aid, we may process your data to respond to requests for employment references.

We may share your personal information with any of the following for the purposes described in this policy: to comply with legal requests where disclosure is required or permitted by law (for example to government bodies, statutory bodies, or law enforcement agencies for tax purposes, where it is in the public interest, or the prevention and detection of crime, subject to appropriate protection in law), other governmental agencies (including the Charity Commission) or third parties if we are required by law to do so; our professional advisers; our agents, contractors or service providers; other business entities should we plan to merge with or be acquired by that business entity, or if we undergo a re-organisation with that entity.

We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We may post photographs of you attending Food Bank Aid events on social media.

9. Transferring Your Information outside the EEA

Where we transfer your personal information to countries outside of the UK and the EEA we will ensure that it is protected and transferred in a manner consistent with legal requirements applicable to the personal information concerned. This can be done in a number of different ways, for example, the country to which we send the personal information may have been assessed by the European Commission as providing an “adequate” level of protection for personal information, or, the recipient may have signed a contract based on standard contractual clauses approved by the European Commission. In other circumstances, the law may permit us to otherwise transfer your personal information to countries outside of the UK and the EEA.

10. Your Rights

Under the Data Protection Laws, and subject to some exemptions, you have the right to request access to, correct, erase, or restrict the processing of, or request the deletion of, your personal information

and to exercise a right to data portability in certain circumstances. You may also have the right to object to us processing your personal information. If you have any questions about this privacy policy, including if you would like to exercise any of these rights, please contact us using the email address given above or for more information see the Information Commissioner's website [here](#). If you have any concerns about our use of your personal information, you also have the right to make a complaint to the Information Commissioner's Office, which regulates and supervises the use of personal data in the UK, via their helpline on 0303 123 1113.

11. Unsubscribing from our Mailing List

You can unsubscribe from our mailing list at any time by contacting us using the email address given above or by clicking the unsubscribe link on one of our emails. We will action any opt out request from you as soon as we can.

12. How long will we keep your information?

We will only keep the information we collect about you for as long as required for the purposes set out above or as required to comply with any legal obligations to which we are subject.

If you request that we stop sending you marketing materials we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Where you contribute material to us, e.g., user generated content or in response to a particular campaign, we will only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted unless otherwise stated at the point of generation.

13. Security

To prevent unauthorised access or disclosure, we have put in place suitable procedures to safeguard and secure the information we collect and store about you.

We use external companies to collect or process personal employee data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect on our behalf, or have access to. We have a robust partner monitoring framework to ensure these contractual obligations are met.

These organisations - referred to as "Data Processors" also have legal liability for the way in which your data is used, providing you with additional protection.

14. Changes to this policy and your duty to inform us of changes

Any changes we make to our policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our policy.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

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