Privacy Policy

Introduction

Chipping Barnet Foodbank is a data controller registered with the UK Information Commissioner's Office registration number ZA473249.

Keeping personal information safe is very important to us. We are committed to complying with privacy and data protection laws and being transparent about how we use personal data.

We have policies, procedures and training in place to help our people understand their data protection responsibilities and follow the principles of data protection.

We have a nominated member of staff who serves as our Data Protection Lead. If you have any questions regarding our Privacy Policy, please email info@chippingbarnet.foodbank.org.uk.

This privacy policy relates to personal information that Chipping Barnet Foodbank collects and uses. We are an independent charity and part of the Trussell network of food banks. We share personal information about food bank use with Trussell, which is a separate data controller.

For more information about who we share your personal data with please visit the "Sharing personal information" section below.

How we collect personal information

We may collect your personal information from you directly when you:

- communicate with us for any reason, by post, telephone, text, email or via our website ● make a donation
- visit a food bank or are referred to a food bank
- participate in a survey or research
- work or make an application to work or volunteer for us
- agree to help us promote our work
- interact with us as a supplier, contractor, consultant or in any other capacity.

We may also collect personal information about you from other organisations. For example, from a referral agency like a doctor's surgery, when you are referred to the food bank.

The personal information that we collect

We only collect personal information that we genuinely need.

This may include:

- Contact details such as name, address, email address and phone numbers ● Date of birth and gender
- Information you give us about your household, your circumstances and why you need to use the food bank. This may sometimes include information about your health.
- Financial information that you provide to us, for example when making a donation
- For job and volunteer applicants, your application form or CV, qualifications and references
- For staff and volunteers, once appointed:
    - contact details for your next of kin
    - any disability or health condition you choose to tell us about, so that we can support you
    - bank account details if you claim expenses
    - details of criminal records checks (DBS), where your role requires one
- For staff only, tax details and right to work information, including nationality **Our**

legal basis for processing personal information

Our legal basis for processing personal information is usually for our legitimate interests, or your consent, or for the performance of a contract or to meet our legal obligations.

We may collect and use your personal data if it is necessary for our legitimate interest and so long as its use is fair, balanced and does not unduly impact your rights.

We will ask you to opt in to receiving marketing emails and text messages from us. You can unsubscribe from this at any time.

We will only use sensitive information, such as information about your health, where we need it to support you, to keep people safe, or where the law allows it. Where we can, we will ask for your explicit consent first. In an emergency, we may share your information if we believe someone's life is at risk.

We may process personal information because it is necessary for the performance of a contract to which you are a party (or to take steps at your request prior to entering a contract), or because we are legally obliged to do so, for example to meet employment or charity laws.

Why we collect personal information

We collect and use personal information about people who use food banks, supporters, job applicants and volunteers for a number of reasons.

Assisting people that use food banks

We collect personal information from you directly if you need to use a food bank, or via an organisation that refers you to a food bank. Our legal basis for using this information is legitimate interest as we wish to respond to your need for help, and ensure that we are providing help when and where it is most needed. We will share this information with Trussell which works with us and other food banks to support our network and uses anonymised statistical data to campaign at a national level to challenge the structural issues that lock people into poverty.

Advice and support from partner organisations

Some organisations, including Citizens Advice Barnet, run advice sessions and drop-ins at the food bank. These organisations are separate data controllers with their own systems. If you choose to speak to one of them, they will collect your information directly and tell you how they will use it. We do not control how they use your information.

Our signposting team can also refer you to these organisations. If you would like us to, we will pass your name, contact details and a brief note of the help you are looking for to the organisation, so that they can get in touch with you. We will only do this with your agreement, and our legal basis for sharing this information is your consent.

Developing relationships with supporters

Our work is made possible because of the generosity of our supporters. We need a good understanding of our supporters so that we can communicate with them effectively and appropriately. We will only send you fund raising communications via email or text where you have opted in to receiving them. You can unsubscribe from receiving these communications at any time by contacting us on info@chippingbarnet.foodbank.org.uk.

Processing donations

If you kindly make a donation to us (of food or money), we will use your personal information to collect your donation and maintain a record of our supporters. Our legal basis for using your personal information for this purpose is to fulfil our legitimate interest and fundraising objective. We are legally required by HMRC to collect some personal information if you choose to gift aid your financial donation.

Dealing with complaints and appeals

If a complaint is raised with us, we will process the personal information that is provided to us to manage and resolve the complaint or appeal. This may include sharing relevant information with Trussell or person that the complaint has been made about. Our legal basis for using personal information for this purpose is legitimate interest.

Promoting our work

We will use personal information that you share with us if you agree to help us promote our work. This might include photographs and videos. For example, we may use your information in case studies and stories that we publish or share with the media. We will only use your information for this purpose if you have given your consent for us to do so.

Carrying out surveys and research

If you choose to take part in one of our surveys, we will use the personal information that you provide to process the results of the survey and undertake analysis. We may use a university or work with Trussell to undertake analysis of survey responses. Survey results are anonymised before being shared or published.

Employee and volunteer administration and development

We will process personal information of our employees to fulfil our contract with them, and to meet our legal obligations as an employer. This includes payroll processing and the provision of training. We are required by law to share some financial information with HMRC. We may also need to share some personal information with other organisations, for example solicitors, pension providers. Where you volunteer with us, we collect personal information to support the administration of your volunteering activity. Our lawful basis for processing volunteers' personal information is our legitimate interest or to meet our legal obligations. We share personal information about our employees and volunteers with Trussell to support the work of the Trussell network.

Recruitment

If you provide us with information about yourself, such as a resume or curriculum vitae, in connection with a job or volunteer application or enquiry, we may use this information to process your enquiry. We will not store this information for any purpose other than that relating to your application. Our legal basis for using your information in this way is for our legitimate interest.

Undertaking safeguarding activities including DBS checks

When necessary, we process relevant personal information about employees and volunteers for safeguarding purposes. This might include undertaking DBS and other checks to identify any criminal and other activity we need to be aware of. It may be necessary to share some personal information with relevant authorities such as the police. Our legal basis for this processing is to meet our legal obligations.

Processing expenses

We will use your personal information including your bank account details to process expense claims. Our legal basis for using your information for this is for the performance of a contract.

Governance

We process relevant personal information about existing and potential trustee members for governance purposes. This might include undertaking DBS and other checks to identify any criminal and other activity we need to be aware of to ensure that we select appropriate trustees. Our legal basis for this processing is to meet our legal obligations to the Charity Commission. **Sharing personal information**

We will only share your personal information where you have asked us to, where we need to, where someone's life is at risk or where we are required to do so by law.

We may share your personal information with Trussell which is a separate data controller. Trussell directly supports over 1200 food bank centres throughout the UK which together represent the Foodbank Network. Where we share your personal information with Trussell we will inform you as outlined in the section "Why we collect personal information" above. We have a data sharing agreement in place with Trussell which sets out what information is shared, why and how we share the data.

With your agreement, our signposting team may share your contact details with partner organisations that run advice sessions and drop-ins at the food bank, such as Citizens Advice Barnet, so they can offer you support. These organisations are separate data controllers.

We may share your personal information with third party organisations who will process it on our behalf, for example a mailing house, our website administrator or printers. We have data processing agreements or clauses in place with any data processors that we may use.

We may also share your information with our bank to process a payment; our professional advisers (such as our legal advisers) where it is necessary to obtain their advice; and our IT support and data storage providers.

Where required, we will process personal information to comply with our legal obligations. In this respect we may share your personal data to comply with subject access requests; tax legislation; for the prevention and detection of crime; and to assist the police and other competent authorities with investigations including criminal and safeguarding investigations.

International transfers of data

We may need to transfer some personal data to the third parties described above who are located outside of the UK. In such cases, we will take appropriate measures to ensure your personal data remains protected. If the organisation is based outside of the UK and in a country that is not protected by an adequacy decision (providing an adequate level of data protection) we will take appropriate safeguards, such as implementing approved standard contractual clauses as part of our agreements with our processors.

If you have any questions or need more information regarding international transfers of your personal data, please contact us at info@chippingbarnet.foodbank.org.uk.

Cookies and our website

Our website uses cookies. A cookie is a small file stored on your device that helps the website work and shows us how people use it.

We use Google Analytics to understand how visitors use our website, for example which pages are visited most. This collects information such as your IP address, browser type, the pages you visit and the time of your visit. We use this information only to improve our website and do not use it to identify you.

When you first visit our website, you can choose whether to accept analytics cookies. You can change your choice at any time using the cookie settings on our website or your browser.

Your rights

If you no longer want to receive emails or texts from us about our work, fundraising or appeals, please contact us at info@chippingbarnet.foodbank.org.uk. Every email we send will also include a link so you can unsubscribe at any time.

You also have the right to: ● Ask us for copies of your

personal information.

- Tell us to change or correct your personal information if it is incomplete or inaccurate.
- 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 disproportionate impact on you.

For all requests please contact us at info@chippingbarnet.foodbank.org.uk. We will respond to your request within one month of receiving it. If your request is complex, or you make several requests, we may need up to two further months. If so, we will let you know within the first month and explain why.

Please note that we may be entitled to refuse requests where exceptions apply, for example, if we have reason to believe that the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Policy.

How long we keep your personal information

We will hold your personal information only for as long as is necessary. We will not retain your personal information if it is no longer required. In some circumstances, we may legally be required to retain your personal information, for example for finance, employment or audit purposes. We have in place a personal data retention schedule which sets out how long we keep your personal information for. Please contact us on info@chippingbarnet.foodbank.org.uk if you wish to see our personal data retention schedule.

Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Making a complaint

If you are unhappy with how we have used your personal information, please tell us first. You can contact us at info@chippingbarnet.foodbank.org.uk or write to us at 63 Somerset Road, Barnet, EN5 1RF. We will acknowledge your complaint within 30 days and let you

know how and when we will respond. We will look into it and tell you the outcome as soon as we can.

If you are not satisfied with our response, you can complain to the Information Commissioner's Office. You can contact the ICO on 0303 123 1113 or online at www.ico.org.uk/make-a-complaint.