



Data Privacy Notice May 2021

The Personal Data of the Service Users, Trustees, Members, Volunteers and Supporters of Liphook Food Bank.

What is Personal Data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data in the UK is governed by the General Data Protection Regulation (the "GDPR").

Who we are and what we need

Liphook Food Bank is a community group established to benefit the lives of people in need ("service users") in Liphook.

Liphook Food Bank is the 'Data Controller' of the personal data you provide to us. Our contact details are given below. This means we decide how your personal data is processed and for what purpose. For service users, volunteers, members and trustees, we currently collect and process only basic personal data about you, including name, mailing and email address, phone number.

In addition, for service users, we also collect information on food preferences you express, and on the numbers and ages of family members residing with you who are in need of the food bank service.

Liphook Food Bank complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure; and by ensuring that appropriate technical measures are in place to protect personal data.

The Liphook Food Bank is registered as a Charitable Incorporated Organisation (CIO) with the Charities Commission. Currently, our finances are hosted by the St Mary's Bramshott and Liphook Parochial Church Council (the "PCC"), including our financial records and the reclaiming of gift aid donations. The PCC is therefore the data controller of the personal data provided by individual donors.

Why we need it

We use your data for the following purposes:

- a) to enable us to provide a voluntary food bank service for the benefit of service users in Liphook;

- b) to communicate with you if you have a particular partnership relationship with Liphook Food Bank, for example in funding projects, referring clients to our services or receiving referrals from us;
- c) to administer trustee and membership records;
- d) to fundraise and promote the interests of the Food Bank;
- e) to manage our volunteers;
- f) to maintain our own accounts and records, including the processing of gift aid applications (currently via the PCC);
- g) to inform you of news, events, activities, services and fund-raising activities of which you may be interested;
- h) to contact individuals via surveys to conduct research about their opinions of current services or potential new services that may be offered.

The legal basis for processing your personal data

Your data is processed under the conditions of Article 6, 1(f) whereby processing is 'necessary for the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject'.

Liphook Food Bank processes data concerning service users to ensure that they receive the correct level of support and to liaise with the agency that made the referral if necessary.

Liphook Food Bank processes data for the purposes of keeping its supporters informed about the work of the organisation, its various projects, and the people whose lives are impacted by them. It is in the legitimate interests of Liphook Food Bank to keep supporters up to date with our activities, encourage volunteering, encourage financial support and food donations.

What we do with your data

Your personal data will be treated as strictly confidential, and all the personal data we process is processed by our volunteers. No third parties have access to your personal data unless the law allows them to do so. We will only share your data with third parties with your consent.

How long we keep it

For service users, your data will be held for a maximum of one year from the date of your last visit to the Food Bank. For trustees, volunteers, members and supporters, your data will be kept with us until you notify us that you no longer wish to receive information from us. You can unsubscribe at any time via phone or email. The PCC retains gift aid declarations on our behalf for up to six years after the calendar year to which they relate.

What are your rights?

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- a) the right to request a copy of your personal data which we hold about you;
- b) the right to request that we correct any personal data if it is found to be inaccurate or out of date;
- c) the right to request that your personal data is erased when it is no longer necessary or legally required for us to retain such data;

- d) the right to withdraw your consent where consent was given to the processing at any time;
- e) the right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to portability) where applicable;
- f) the right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- g) the right to object to the processing of personal data, where applicable;
- h) the right to lodge a complaint with the Information Commissioners Office.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated December 2020.

Our contact details are:

To exercise all the relevant rights, queries, or complaints please in the first instance contact the Vice Chair of the Liphook Food Bank Trustees at Meadow Corner, Bramshott Vale, Liphook GU30 7PZ;

Phone: 07871 287295

Email: liphookfoodbank@gmail.com

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Additional stuff on personal data and lawful use

Service users

If you are a service user, the data we will collect and hold includes your name, home address, telephone number, date of birth and emergency contact. Our lawful basis for collecting and processing this information is to allow us to fulfil our contractual obligation in providing you with a service.

We will also ask for some basic information about your health, access and support needs to ensure the service we are providing you with is appropriate and tailored to your needs. Our lawful basis for collecting and processing this information is also to fulfil our contractual obligation. Processing is necessary to provide you with a social care service.

We may also ask your permission to take, store and use photographs of you taken during the course of service delivery for the purposes of service promotion or evaluation. Our lawful basis for collecting and processing this data is consent. At the time of providing your consent, we will ensure you are notified of how we plan to use the photographs and how long we plan to continue using them.

From time to time, we may ask you how our services have helped you. This is for the purpose of service evaluation and to allow us to improve our services. This information will only be gathered with your consent.

All service user data is stored electronically on our membership database, accessed only by approved staff and volunteers. Hard copy referral forms are stored in locked cabinets with restricted access to keys.

Your details will be removed immediately upon cessation of membership, unless appropriate and justifiable reason exists to retain for a limited period. An example of a justifiable reason may be the need to reconcile your account following the end of your service; this may take a number of weeks to complete.

Volunteers

If you are a volunteer, the data we will collect and hold includes your name, home address, telephone number, email address, date of birth, driving license details, and personal referee information. Our lawful basis for collecting and processing this information is to allow us to fulfil our contractual obligation of volunteer employment with you.

We will ask you for basic information about your health, access and support needs relevant to your volunteering role. This information allows us to assess the suitability of the role to you and to put in place any appropriate support that will help you to conduct your role. Our lawful basis for collecting and processing this information is also to fulfil our contractual obligation. Processing is necessary for assessing your work capacity.

We may also ask your permission to take, store and use photographs of you taken during the course of service delivery or while involved in other Food Train activities, such as training or volunteer meetings. Our lawful basis for collecting and processing this data is consent. At the time of providing your consent, we will ensure you are notified of how we plan to use the photographs and how long we plan to continue using them for promotional or service evaluation purposes.

All volunteer data is stored electronically on a membership database, accessed only by approved

staff and volunteers. Hard copy referral forms are stored in local offices in locked cabinets with restricted access to keys.

Your details will be removed immediately upon cessation of volunteering, unless appropriate and justifiable reason exists to retain for a limited period. An example of a justifiable reason might be your expressed uncertainty around the possibility of returning to your volunteer role after a short break.

Trustees

If you are a Trustee, the data we hold about you includes your name, home address, telephone number, email address, date of birth, current directorships, employment status, a short biography and board meeting attendance. Our lawful basis for collecting and processing this information is to comply with our legal obligations in relation to charity law.

Donors

If you are a donor, the data we hold about you includes your name, home address, donation method, donation amounts, and Gift Aid eligibility. Our lawful basis for collecting and processing this information is consent.

All donor data is stored electronically on a donor database, accessed only by approved staff and volunteers.