



Privacy Notice - Leominster Food Bank Clients

If you cannot read this information and need it in a different format, please ask a Food Bank volunteer.

What is personal information? Personal information is any information we (Leominster Food Bank) hold about you.

The information we keep about you depends on what services we provide to you.

1. FOOD VOUCHERS

What information do we hold about you?

The information we hold about you is:

- Your name and the names of any other adults on your voucher
- Which agency referred you (if any)
- The age group of everyone on your voucher
- The reason for your referral (eg low income, benefit delays)

If you have no other organisation to refer you for a food parcel, we will ask you to fill in a paper form with information that includes the names and dates of birth of everyone in your household, your postcode and phone number.

How long do we keep your information?

We will keep this information for up to 24 months.

Where do we keep your information?

We record names and dates of birth in a book, and your name and other information in a database. This helps us keep a record of who is getting food from us and how often they are getting it.

How do we use your information?

- We keep this information so that we know how many vouchers you have had and to help us track Food Bank use.
- We will use your information to contact your referring agency about your Food Bank use.
- Otherwise, we only use your information (not including name, address, date of birth or phone number) to put together figures about Leominster Food Bank - for example, to work out the number of food parcels we have distributed in a month.

- We give information about the number of people using the Food Bank and people's reasons for needing to use the Food Bank to the Independent Food Aid Network (IFAN). They put together information from independent food banks and other independent food aid providers. IFAN use this information to produce a report about independent food banks. IFAN campaign to end the need for food banks and address the root causes of food poverty.

2. DELIVERIES

If you need a delivery, we will take your address and a contact phone number.

We delete this information once the delivery has been made.

If you ask to join our delivery list for receiving evening food, we will take your name, address and phone number.

We will share this information with the volunteers who make deliveries. They will not share this information with anyone else unless you ask them to or unless we have safeguarding concerns about you or a child or if the police ask us to give it to them.

We keep records of who has had a food delivery for up to three months and share this information with the food delivery volunteers. This means we can check we are sharing the food out amongst everyone who has asked to be on the delivery list.

3. MONEY MENTORS

- Money Mentors will ask for your name and phone number.
- They may also need other information (your date of birth, who is living in your house with you) if they need to know these things before they can help you.
- They may also need to copy documents with sensitive information about your health, your bank account, your debts, your housing situation or your benefits (for example) if they need to have this information before they can help you.

This information is kept in a paper file in a locked filing cabinet for 24 months, so that we can refer back to it if you need help again. Only Money Mentors have access to this information.

4. GRANTS OR OTHER HELP FROM OTHER ORGANISATIONS

If you apply for a grant from another organisation (including prepayment meter vouchers), we will ask you to complete a form with the necessary details. This form gives us permission to pass your details on to the other organisation.

We will keep your details securely online for up to 24 months in case you ask for another voucher or grant, and to help us keep track of what you have applied for.

YOUR RIGHTS

Will we give your information to anyone else?

We will only give your information to anyone else in 2 specific situations:

- If you ask us to contact another agency for you, or ask us to refer you to another agency.
- Where there is a safeguarding concern or we are required to do so by law.

Can you see the personal information we hold about you? Yes. You can ask to see this information at any time.

Can you ask for this personal information to be deleted? Yes. If you are not happy about your information being held by Leominster Food Bank, speak to one of our volunteers.

More about your legal rights (GDPR)

As a Leominster Food Bank client you are entitled to:

- Ask what information Leominster Food Bank holds about you and why.
- Be given paper copies of all documentation about you or your circumstances that you ask for.
- Be told how to make sure the information is up to date.
- Ask how Leominster Food Bank is meeting its data protection obligations.
- Ask for your personal data to be erased where it is no longer necessary for the Foodbank to keep it.
- Withdraw consent to your information being held - at any time.

This is called a Subject Access Request. Leominster Food Bank is required by law to provide this information within a month of receiving the request.

You can ask to see any data that Leominster Food Bank holds about you by contacting the Chair of Trustees, C/O Leominster Food Bank, The Old Priory, Leominster, HR6 8EQ or email: enquiries@leominstersterfoodbank.org

Proof of identity will need to be received prior to any information being released.

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with how your data is being used or processed (see below for details).

Information Commissioner's Office contact details:

Telephone 0303 123 1113

Email <https://ico.org.uk/global/contact-us/email/>

Address Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

- Any concern over data protection should be notified to the Data Controller immediately. The Data Controller for Leominster Food Bank is the Board of Trustees.
- The Data Controller is responsible for reviewing data protection procedures and related policies in line with the Leominster Food Bank agreed schedule.
- The Data Controller will arrange data protection training and advice for all Leominster Food Bank staff and volunteers.
- The Data Controller can be contacted via the Food Bank. Contact details are available on the Food Bank website.