



Sid Valley Food Bank

Data Policy

1 Introduction

Throughout this document, 'we' and 'us' means the Sid Valley Food Bank.

The United Kingdom General Data Protection Regulations (UKGDPR) and the Data Protection Act (DPA) places obligations on all organisations on how data is collected, used, stored and distributed.

This document explains the types of personal data we may collect about you when you interact with us, and how we will handle it. It applies to Food Bank clients, volunteers, paid employees (if any) and trustees.

2 Consent

With your consent, we can collect and process your data. Consent is given when you sign a consent form, verbally agree, or otherwise indicate to us that we can hold and use your data (e.g. ticking a box on our website, or agree that another organisation can pass your data to us).

3 Types of data collected

We only collect data that is specific to the needs of our organisation and the requirements of the individual. Examples of data may include (but are not limited to):

- Name
- Physical address
- Digital addresses (e.g. email, social media)
- Phone numbers
- Number of children
- Food allergies
- Disabilities

4 Using your data

The data we collect is used to contact you and provide services tailored to your needs. It may be shared with other agencies in order to facilitate the services they provide. It is not sold or otherwise distributed to any other third parties, unless we are legally required to do so.

Data may be used for our statistical purposes.

5 Data protection

Your data may be in digital or paper form. Paper records are kept in a secure locked location and is only made available to those who need it to provide our services. Likewise, digital files are protected by security measures.

6 Data retention

Data is held only for as long as is necessary for the purpose for which it is collected. Regular sweeps of the databases will be carried out to remove redundant data.

7 Your rights over your data

- You have the right to withdraw consent at any time. However, that may mean we cannot continue to provide services to you
- You have the right to request access to your personal data free of charge (unless charges apply to us in fulfilling your request)
- Correction of your personal data when incorrect, out of date or incomplete
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- That you be "forgotten" or have your data erased, in certain situations.

You can contact us to request to exercise these rights at any time

8 Legitimate interest

Where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data

9 Contact us

For data protection queries, e-mail trustees@sidvalleyfoodbank.org.uk

For general queries see <https://www.sidvalleyfoodbank.org.uk/contact-us/>

10 Complaints procedure

In the first instance, contact us and we will try to resolve the problem.

If you feel that we have not resolved the problem, you can lodge a complaint with the Information Commissioner's Office:

- By phone, call 0303 123 1113
- Online, go to <https://ico.org.uk/make-a-complaint/> where you can start a live chat.