

# PRIVACY NOTICES EALING FOODBANK

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## General Privacy Notice

Ealing Foodbank is a data controller registered with the UK Information Commissioner's Office registration number ZA181672.

Keeping your 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 (manager) who is responsible for oversight of our Data Protection responsibilities. If you have any questions regarding our Privacy Policy, please email [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk).

This privacy policy relates to personal information that Ealing Foodbank collects and uses. We are an independent organisation which is part of the Trussell Foodbank Network. We share personal information about food bank use with Trussell which is a separate data controller. Trussell directly supports over 1400 food bank centres throughout the UK which together represent the Foodbank Network. 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 for support
- 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 referral agency, 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:

- For people referred to the food bank:
  - We will keep the data that you provided when referred for a foodbank voucher(s) including your name; address; and year of birth;
  - information about your household, including the number of other adults and children living with you;
  - the reason you were referred and your explicit consent where appropriate.
  - We will also keep a record of who gave you the foodbank voucher;
  - With your consent, your phone number so the food bank can contact you about any support available.
  - where you give your explicit consent any dietary requirements;
  - With your explicit consent, Ethnicity information for equalities monitoring purposes
- Financial information that you provide to us, for example, payment information when making a donation, including any gift aid declaration you make
- Contact information you provide when donating food, support one of our campaigns, or signup to receive communications from us.
- For referral agencies:
  - Your contact details and role
  - Principal contact at your organisation
- For job and volunteer applicants:
  - your bank account details, tax and residency status
  - references from previous employers or educational institutions
  - contact details for your family members and next of kin
  - qualifications
  - information concerning your health and medical conditions
  - details of unspent criminal convictions.

### Our legal basis for processing personal information

Our legal basis for processing personal information is usually for our legitimate interests, or your consent, 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.

Usually we will only process sensitive personal data if we have your explicit consent. In extreme situations, we may share your personal details 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 from you when you visit the food bank, or via an organisation that refers you to a food bank for support. 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.

In some situations, we may ask you for sensitive (special category) information, for example about your health or your ethnicity. We use this information to ensure we're providing you with appropriate support and to help us to better understand if we're meeting the needs of different groups in our communities. This is sensitive personal information, and we need your explicit consent to hold it. You can choose not to provide this information and it won't affect the help you receive in any way. If you provide ethnicity information, it cannot be seen by others and once you collect your parcel this information is anonymised (so that it can't be linked to you).

We share information about people who use food banks with Trussell which works with us and other food banks across the UK. Trussell uses anonymised statistical data to campaign at a national level to challenge the structural issues that lock people into poverty.

#### 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 marketing 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 [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk).

We may research our existing and prospective supporters to develop a better understanding of their interests and actions in support of our work. We use publicly available data sources (such as the Electoral Register, Companies House, public social media accounts such as LinkedIn, company websites, political and property registers, and news archives to supplement the personal data we already have). We may also use the research to profile our financial supporters in order to make appropriate requests to people who have the means and the desire to give more.

#### 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 meet our legal obligations, and to fulfil our legitimate interest and fundraising objective. We are legally required by HMRC to collect some personal information, for example, where 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 in line with our complaints policy. 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.

If you make a complaint about an individual and this forms part of their personal data and the individual requests access to it, we will seek to remove personal information identifying you first. In some situations, we may be obliged to provide your personal data. Where appropriate we will seek your consent before providing the information but may be required to provide this even if you do not consent.

### Promoting our cause

We work alongside people who have lived experience of poverty to raise the profile of our cause. We will use personal information that you share with us if you agree to help us promote our cause. This might include photographs and videos. For example, we may ask to use your information in case studies or stories that we will publish or share with Trussell and the media. We will seek to anonymise your information wherever possible and 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, work with Trussell or third-party research organisations to undertake analysis of survey responses. Survey results are anonymised before being shared or published. Our legal basis for using your personal information for this purpose is for our legitimate interests, or where appropriate your consent.

### Health, safety and security

We will process limited personal data about attendees to our operating premises whether those attendees are employees, contractors, volunteers, or members of the public. We do this to ensure the health and safety of people inside the building as well as the security of the building and its contents. Our legal basis for this processing is our legitimate interest.

### Employee and volunteer administration and development

We will process personal information of 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 the 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, to meet our legal obligations, or where appropriate, your consent.

We share personal information about our employees and volunteers with Trussell to support the work of the Foodbank Network. Trussell uses this information to communicate with our workforce and provide access to support services available. Trussell uses data about volunteers to produce statistical and aggregate information about volunteering across the Foodbank Network to help develop and improve people's experiences of volunteering, for equalities monitoring purposes, and to evidence the impact of volunteering across the Foodbank 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 application. We may also collect personal data about you from third parties, such as recruitment services, references supplied by former employers, information from employment background check providers and information from criminal records checks when applicable to the role.

Where applicable, we need to process your data prior to entering into a contract with you, to meet our legal obligations, or because we have a legitimate interest to use the personal information provided for our recruitment purposes. We will not use this information for any other purpose.

### 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 or where appropriate your consent.

### 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.

### Cookies, web beacons and other storage technologies used on our website

We use cookies and other tracking technologies to store information about how you use our sites. A cookie is a piece of data stored on a user's computer to remember information about you and create a profile of your viewing preferences. Your profile is used to tailor your visit to our website, make navigation easier, and direct you to information that best corresponds to your interests. We require your consent to place non-essential cookies on your device. You can change your cookie preferences by selecting the button in the bottom left corner from any page on our website. View our cookies policy on [ealing.foodbank.org.uk](http://ealing.foodbank.org.uk).

### Sharing personal information

We will only share your personal information where we need to, where someone's life is at risk or 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 1400 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, and why we share your data. [View Trussell's privacy notice here.](#)

We may share your personal information with third party organisations who will process it on our behalf, for example a mailing house, our IT hosting or support service providers. We have data processing agreements or clauses in place with any data processors that we may use, ensuring they will not use your information for their own purposes and that they protect your personal information to the same standards as set out in our policies.

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.

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.

In some situations, the organisation may transfer some or all its assets as part of a merger or acquisition. If another organisation acquires the food bank, they will hold substantially all the same information and will assume the rights and obligations with respect to the personal information as described in this privacy policy.

### 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 receiving 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 International Data Transfer Agreements as part of our contracts with our processors.

If you have any questions or need more information regarding international transfers of your personal data, please contact us at [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk)

### Your rights

If you no longer wish to receive communications about products and services from us, please contact [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk)

You can also unsubscribe at any time to emails that we may send to you about the products and services that we think will be of interest to you. A link to unsubscribe from all direct marketing will be included in any communications.

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@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk). We will respond to any request within 30 days.

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. A summary of our retention periods is available below.

<b>People who need help from the food bank</b>	Your personal information is stored in a secure database for seven years from the date you last received support.
<b>People who donate food</b>	Where you provide personal information alongside your food donation, your personal information is stored in a secure database for three years from the date you last donated.
<b>People signing up to a campaign</b>	Your personal information is stored in a secure database for up to 2 years from the date you last took an action.
<b>Financial donors</b>	Your personal information is stored in a secure database for seven years from the date you last donated.
<b>Volunteers (inc. people engaged in our participation projects)</b>	If your application is unsuccessful, or if you stop volunteering, your information will be held for twelve months unless we're obliged to keep it longer. In which case, we only keep necessary information.
<b>Survey and research participants</b>	Twelve months after survey is completed. Then results are anonymised.
<b>Promoting our work through sharing your story, photographic images and videos</b>	Up to 5 years after consent was obtained, unless you withdraw your consent sooner.
<b>Representatives of referral agency partners</b>	Two years after the date of the last referral made.

<b>Complainants</b>	Six years if the complaint is upheld, three years if the complaint is not upheld.
<b>Employees</b>	Seven years after employment ceases.
<b>Website users</b>	See our cookies policy on <a href="http://ealing.foodbank.org.uk">ealing.foodbank.org.uk</a>

[Changes to this Privacy Notice](#)

This Privacy Notice was last updated November 2024 and may change from time to time. We recommend that you please visit this webpage periodically to keep up to date with the changes in our Privacy Notice.

[Making a complaint to the Information Commissioner’s Office](#)

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way which is inconsistent with the law, you can complain to the Information Commissioner’s Office whose helpline number is: **0303 123 1113**.

# Data Privacy Notice for Food Donor Groups

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

## Personal data

When your organisation becomes a regular food donor for the foodbank, the foodbank will keep some data about you. This includes some "personal data", which relates to particular named people.

### What personal data do we hold?

The foodbank will keep data about you on an on-line data system.

This will record the name of your group, and your main contact's name, phone numbers, email address and postal address.

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way. There may also be information about you in emails.

### How is your personal data kept safe?

The data is kept in a secure on-line database. This can only be accessed with a login and password. Our staff and volunteers are familiar with our data protection policy and the staff follow data protection training 2 yearly. This means they know they must keep your data safe, and only use it for the right purposes. All our other volunteers also have to agree with our confidentiality agreement.

We are as careful as possible to make sure no unauthorised person can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

### What is your data used for?

Your data will only be used to contact you about food donations. For example, this could be to advise you of shortage items, to thank you for donations, or to prompt you about delivery arrangements for harvest or Christmas donations.

We may also use your data to send you newsletters or information about the work of the foodbank. There is a separate Data Privacy Statement for "Supporters". Please ask if you would like to see a copy of that Data Privacy Statement.

### Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "performance of a contract".

When you become a food donor group, we enter into a "contract" or relationship together. You undertake to make food donations to the foodbank; we undertake to give you information that will help you. To do this, we need to hold data about you. That is why the lawful basis for holding your data is "performance of a contract".

If we send you newsletters or information about the work of the foodbank, the lawful basis for this is "legitimate interest". As a supporter group, we believe that it is reasonable ("legitimate") for us to keep you informed. Newsletters or similar communications will always have an opt-out or "unsubscribe" option.

Our legal basis for using your personal information for this purpose is to fulfil our legal obligations, and our legitimate interest in meeting our fundraising objectives. 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.

### **Who can see your data?**

Your data on the on-line system can only be seen by authorised people who have been given a login and password for the data system.

We are as careful as possible to make sure no one else has access to your data.

### **How long will your data be kept?**

Your data will be kept while you are a donor group.

If you tell us you have stopped being a donor group, we will delete your organisation's data from the on-line system's record of active donor groups.

The data system will still record donation amounts and dates, but your contact details will not be kept.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

1. Right to be know what data we hold  
You have a right to know what personal data we hold about you.  
This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.
2. Right to have a copy of the data we hold  
You can ask for a copy of the data we hold about you. This is called a "subject access request".  
If you make a "subject access request", we will give you a copy of all the data we hold about you.  
We will do this within one month. If it helps, we will give you the data in a computer file.
3. Right to object  
You can object if you think we are using your data in the wrong way.  
You can also object if you think we don't have "lawful grounds" for using your data.  
We will give you a statement explaining why we use your data and explaining the "lawful grounds".  
If you are still not happy, you can complain to the Information Commissioner's Office.  
If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.
4. Right to have your data corrected  
If you think there is a mistake in your data, please tell us. You have a right to have it corrected.  
We may need to check what is the correct data, but will put right any mistakes as soon as possible.
5. Right to be forgotten  
We promise to remove your data after six years. You have a right for this to happen, because we don't need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

### **Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

**Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.

## Data Privacy Notice for Financial Donors

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

### Personal data

If you give money to the foodbank for help via a Standing Order or a Gift Aid agreement, the foodbank will keep some data about you. This is "personal data", because it is about you as a particular person, and it can be linked to you.

### What personal data do we hold?

If you send us a Standing Order form, the foodbank will hold your name, address, email address, and bank account details.

If you send us a Gift Aid form, the foodbank will record your name, address, email address, and bank account details.

Both of these forms may also record that you are happy to receive communications from us.

If you just send us money donations, our account records will just show your name, date and amount paid.

### How is your personal data kept safe?

The originals of your forms, or a photo-copy, are kept in a secure, locked filing cabinet at our office. The key is only available to authorised staff. The information is also held in our online storage system and applications.

### What is your data used for?

Your Standing Order form is used to tell your bank to make payments to the foodbank, and for our treasurer to keep track of those payments.

Your Gift Aid form is kept so that we can prove what Gift Aid money we can reclaim from the government.

### Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "performance of a contract". We may also process personal information because we are legally obliged to do so (for example to meet charity laws or HMRC requirements).

When you sign a Standing Order or Gift Aid form, you enter into a "contract" (or agreement) with the foodbank. You undertake to pay funds to the foodbank; we undertake to report those funds accurately in our accounts, and to reclaim any Gift Aid money from the government.

Our legal basis for using your personal information for this purpose is to fulfil our legal obligations, and our legitimate interest in meeting our fundraising objectives. 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.

Your Standing Order or Gift Aid form may have shown that you are happy to receive information from us. The lawful basis for sending you newsletters or similar communications would then be “legitimate interest”. If you have indicated that you are happy to receive information, then it is reasonable (“legitimate”) for us to regard you as a supporter, and send you information. You can withdraw consent for this at any time. There is a separate Data Privacy Statement for supporters.

Newsletters or similar communications will always have an opt-out or “unsubscribe” option.

### **Who can see your data?**

We will only share your personal information where we need to or we are required to do so by law. The following people who have access to your data: our authorised staff, HMRC when reclaiming Gift Aid and our auditors. We may share your personal information with other third-party organisations who will process it on our behalf (for example a mailing house, our website administrator, or a printing supplier).

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 service providers and data storage providers.

We are as careful as possible to make sure no one else has access to your data.

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.

### **How long will your data be kept?**

Your Standing Order or Gift Aid form will be kept for as long as it is in operation.

You can cancel your Standing Order or Gift Aid agreement at any time.

Your forms will then be kept for six years from the date of your last donation or cancellation of your Standing Order or Gift Aid agreement. This is so we could prove that our accounts are correct. Charity law means we may need to be able to prove this.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

6. Right to be know what data we hold

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

7. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

8. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data.

We will give you a statement explaining why we use your data and explaining the “lawful grounds”.

If you are still not happy, you can complain to the Information Commissioner's Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

9. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

10. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don't need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

**Changes to this notice**

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**Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.

# Data Privacy Notice for Foodbank Staff

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

## Personal data

When you become an employee at the foodbank, the foodbank will keep some data about you. This is "personal data", because it is about you as a particular person, and it can be linked to you.

## What personal data do we hold?

The foodbank will keep personal data about you in several ways.

- 1) your **application form** to work for the foodbank  
this records your name, address, email address, phone number, if a DBS check was needed, and any unspent criminal convictions
- 2) your **terms and conditions of employment**  
this holds things like your name, address, email address, phone numbers, emergency contact details, remuneration rate and pension arrangement
- 3) your **HMRC PAYE records**  
these record your name, address, NI number, date of birth, and payments of salary, NI and tax
- 4) your **Pension payment records**  
if we have workplace pension arrangements in place for you, then we record your name, address, NI number, date of birth, and pension contributions

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way. There may also be information about you in emails.

In the event of a grievance, accusation or disciplinary matter, this will be recorded separately.

## How is your personal data kept safe?

The digital data is kept in a secure on-line database. Some information is held in computer files (such as your terms and conditions of employment), these are kept on Dropbox, only accessible to the trustees (treasurer) and manager.

HMRC PAYE and workplace pension data is accessed through a password-protected dedicated on-line service.

## What is your data used for?

Your data is only used for purposes directly relating to your employment, particularly:

1. To contact you about your employment, if we need to
2. To contact the right person, if you have an accident or are taken ill when at work
3. To maintain PAYE records required by HMRC, and records required by any workplace pension provider

## Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "performance of a contract".

When you become an employee of the foodbank, we enter into a “contract” together. You undertake to fulfil your role; we undertake to properly look after you, other people, and our accounts. To do this, we need to hold data about you. That is why the lawful basis for holding your data is “performance of a contract”.

### **Who can see your data?**

We will only share your personal information where we need to or we are required to do so by law. The following people who have access to your data: our authorised staff, trustees, HMRC and our auditors. We may share your personal information with other third-party organisations who will process it on our behalf (for example for payroll and pensions).

### **How long will your data be kept?**

Your data is kept while you are an employee of the foodbank.

If you stop being an employee, non-financial data will be kept for one year. This is so that we can contact you, if we need to ask you any questions about your time as an employee. It also helps us if you ask us for a reference, because you are applying for a job or another volunteer position. After a year these records will be destroyed, unless there is a reason why we are still in touch with you about your time as an employee. Financial records – including PAYE and workplace pension – will be kept for six years after you leave. This is so we can prove that our accounts are correct, and that we have made the right payments.

We may keep records of any grievance, dispute or accusation for up to six years.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the chair of trustees via [trustees@ealing.foodbank.org.uk](mailto:trustees@ealing.foodbank.org.uk).

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

#### 11. Right to be know what data we hold

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

#### 12. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

#### 13. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data.

We will give you a statement explaining why we use your data and explaining the “lawful grounds”.

If you are still not happy, you can complain to the Information Commissioner’s Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

#### 14. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

#### 15. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don’t need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

#### **Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

#### **Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.

## Data Privacy Notice for Supporters

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

### Personal data

There are many ways in which you can be a supporter of the foodbank. Some supporters receive newsletters or similar updates about the work of the foodbank. This Data Privacy Statement is for this group. In this Data Privacy Statement, the word "supporter" means someone who receives newsletters or similar updates. There are separate Data Privacy Statements for volunteers, food donor groups and referral agencies. If you are in one of these groups, please also ask for its Data Privacy Statement, if you would like to see it.

### What personal data do we hold?

If you are a supporter, we will hold your name and postal address, and/or email address and/or social media identity.

### How is your personal data kept safe?

The data is kept in a secure on-line database. This can only be accessed with a login and password.

### What is your data used for?

Your data is only used to send you newsletters, social media posts or other communication about the work of the foodbank. This may include requests for help with food donations, financial donations or volunteering help.

### Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "legitimate interest". If you are a volunteer, or a member of a regular food donor group, or a referral agency, then it is reasonable ("legitimate") for us to keep you informed about the work of the foodbank.

If you are not in one of those groups, we will not send you newsletters or other information unless you have agreed to be added to a mailing list. We will ask you clearly if you are happy to be added to a mailing list. You can say yes or no, or not reply. If you say yes, you will have given "consent" and we will record your details on the mailing list. The lawful basis for us to hold your data is then called "consent".

We will not record your details on the mailing list unless you give consent.

### **Who can see your data?**

The only people who have access to your data is authorised staff.

We are as careful as possible to make sure no one else has access to your data.

### **How long will your data be kept?**

Your details will be kept as long as you are happy to receive newsletters or information.

At any time you can tell us that you are withdrawing consent. If you do that, we will take your details off the mailing list. We may keep enough of your details to make sure we don't send you any information by mistake.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

1. Right to be know what data we hold

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

2. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a "subject access request".

If you make a "subject access request", we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

3. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don't have "lawful grounds" for using your data.

We will give you a statement explaining why we use your data and explaining the "lawful grounds".

If you are still not happy, you can complain to the Information Commissioner's Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

4. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

5. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don't need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

### **Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

### **Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.

# Privacy Notice for People Referred to Foodbanks

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

## Personal Information

When you come to a food bank for help, the food bank will keep some information about you. This is "personal data", because it is about you as an individual, and it can be linked to you. The food bank is responsible for looking after your personal information, known as the data controller, we're registered with the Information Commissioners Office (ZA181672).

If you have any questions about anything in this notice, you can contact the foodbank management team: [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk); 020 8840 9428.

## What personal data do we hold?

The food bank will keep the data that is on your foodbank voucher(s) including; your name, address, and year of birth; information about your household including the number of other adults and children living with you; the reason you were referred. We will also keep a record of who gave you the foodbank voucher, where you give permission any dietary requirements, and a phone number; so we can contact you about the support we can offer.

The organisation that referred you may have also asked you about your ethnicity. We use this information to help us to better understand if we're meeting the needs of different groups in our communities. This is sensitive personal information, and we need your permission to hold it. You can choose not to provide this information and it won't affect the help you receive in any way. Once you collect your parcel this information is anonymised (so that it can't be linked to you).

## What is your data used for?

We only ask for information about you that we need. The reasons we need your information include:

1. To provide you with the help and support you've requested.
2. To report on the reasons why people need our help, and the support we've provided.
3. If you've needed help from the food bank more than once, we use this information understand if you need other help, such as help maximising your income. In this situation we may be able to offer support directly, or with your permission, refer you to another organisation who can help.

## Does the food bank have a right to your data?

Under UK Data Protection law, we need a "lawful basis" for using your personal information.

The food bank has a "legitimate interest" to use information you provide to offer you the help you've requested, and to evidence why people needed our help, and the support we've given.

In some situations we need your “consent” to use your information. For example, where you agree to providing a phone number so we can contact you about the support we’re providing or where you provide information about your ethnicity.

### **Who can see your data?**

Your personal information is only seen by people who need to do so for food bank reasons. It is not used for any other purpose. Your information is accessible to authorised people from this food bank. If you go to a different food bank in the Trussell Trust Foodbank Network, then authorised people from both food banks will be able to see your information – including your visits to the other food bank(s).

Agencies who refer you to a food bank using an on-line system called “e-referral” can see information about you and your visits to the food bank. If an agency with access to e-referral performs a successful search for someone with your name and postcode, they can see the date you last accessed help, but they can’t see any more detail, like your address or why you needed food bank help unless they refer you.

Your personal information is stored in a secure database run by the Trussell Trust, who are a separate data controller. The Trussell Trust is a data controller registered with the UK Information Commissioner’s Office registration number Z279027X. The Trussell Trust uses your information for statistical, research and monitoring purposes to campaign for a future where no one needs to use a food bank.

The Trussell Trust uses trusted suppliers to help run and manage the system. Where the Trussell Trust works third parties, they have contracts or agreements in place to ensure your information is kept safe. For more information about how the Trussell Trust protected your information please visit <https://trusselltrust.org/privacy>

### **How long will your data be kept?**

#### **Your personal information kept for seven years after the date you last received a food parcel.**

After seven years, identifiable information about you, like your name and address, are removed from the database. This is known as anonymisation as the data can no longer be linked to you. We keep this information so we can effectively report on how the need for food banks has changed over time. We also need to show we have acted properly as a charity and used people’s donations in the right way.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

1. Right to be know what data we hold  
You have a right to know what personal data we hold about you.  
This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.
2. Right to have a copy of the data we hold  
You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you. We will do this within one month. If it helps, we will give you the data in a computer file.

3. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data.

We will give you a statement explaining why we use your data and explaining the “lawful grounds”.

If you are still not happy, you can complain to the Information Commissioner’s Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

4. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

5. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don’t need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

**Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

**Making a complaint to the Information Commissioner’s Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner’s Office whose helpline number is: **0303 123 1113**.

# Data Privacy Notice for Referral Agencies

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

## Personal data

When your organisation becomes a referral partner for the foodbank, the foodbank will keep some data about you. This includes some "personal data" which relates to particular named people.

We also keep data about clients you refer to the foodbank. There is a separate Data Privacy Statement for Clients. Please ask if you would like to see a copy of that Data Privacy Statement.

## What personal data do we hold?

The foodbank will keep data about you in two ways:

- 1) the **registration form and data sharing agreement** you filled in to become a referral agency  
this records the name, address, email address, phone number, and name of principal contact at your organisation; and the name, signature and role of personnel authorised to issue foodbank vouchers
- 2) our **on-line data system**  
this records the name, address, email address, phone number, and name of principal contact at your organisation; and the name, job title and email address of any personnel authorised to make e-referrals to the foodbank

This is the only data the foodbank will usually hold about you. We do not get data about you in any other way. There may also be information about you in emails.

## How is your personal data kept safe?

The digital data is kept in a secure on-line database. This can only be accessed with a login and password. We require all agencies to sign our "Data Sharing Agreement". This means they know they must keep your data safe, and only use it for the right purposes. All our staff and volunteers also have to agree to a confidentiality agreement.

We are as careful as possible to make sure no unauthorised person can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

## What is your data used for?

Your data is only used to

- Validate signatures on vouchers your organisation has issued
- Contact you if there is an important query about a client you have referred to the foodbank
- Send you replacement vouchers
- Keep in contact with you, for example to seek a meeting or invite your organisation to an event

## Does the foodbank have a right to your data?

Under Data Protection legislation, the foodbank needs to have a "lawful basis" for keeping your data, and for using it. There are several types of "lawful basis". One of them is called "performance of a contract".

When you become a referral agency foodbank, we enter into a "contract" together. You undertake to send

people in genuine crisis to the foodbank with a completed voucher; we undertake to provide them with emergency food, and contact you if there is a problem. To do this, we need to hold data about you. That is why the lawful basis for holding your data is “performance of a contract”.

### **Who can see your data?**

The only people who have access to your application forms and data sharing agreements are the office team of Ealing Foodbank. Your data on the on-line system can only be seen by authorised people who have been given a login and password for the data system.

We are as careful as possible to make sure no one else has access to your data.

### **How long will your data be kept?**

Your application form and data sharing agreement will be kept while you are a referral agency for the foodbank. If you stop being a referral agency, we will destroy the Data Sharing Agreement and remove your contact details from our mailing list.

We will also delete you from the online data system as an active referral agency.

The on-line data system also records data from all foodbank vouchers. These will continue to show the name of the agency and the agency worker that issued a voucher, and their contact phone number. This is also recorded on the printed vouchers. The on-line vouchers are kept for seven years.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

1. Right to be know what data we hold

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

2. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

3. Right to object

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data.

We will give you a statement explaining why we use your data and explaining the “lawful grounds”.

If you are still not happy, you can complain to the Information Commissioner’s Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

4. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

5. Right to be forgotten

We promise to remove your data after seven years. You have a right for this to happen, because we don’t need to keep your data any longer than seven years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

#### **Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

#### **Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.

# Data Privacy Statement for food bank volunteers

Ealing foodbank is a data controller registered with the UK [Information Commissioner's Office](#) registration number ZA181672.

Keeping your 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 staff understand their data protection responsibilities and follow the principles of data protection.

## Personal data

When you become a volunteer at the food bank, the food bank will keep some data about you. This is "personal data", because it is about you as a particular person, and it can be linked to you.

### What personal data do we hold?

The food bank will have gathered personal information about you on:

- Your interview form
- Your volunteer record and/or assemble record
- Any policy you have signed if relevant e.g. Confidentiality Agreement or Photo Permission form
- Any records relating to problem solving or accident reporting, if relevant.
- The personal information will be held in electronic format.

The information held will be:

- Your name and contact details
- Note on health issues (if relevant)
- Notes on unspent charges or convictions (if relevant)
- The name and contact details of your emergency contacts
- Previous experience and qualifications (if relevant)
- Driving information (if relevant)
- DBS record (if relevant)

This is the only data the food bank will usually hold about you. We do not get data about you in any other way.

### How is your personal data kept safe?

The data is kept in a secure on-line database in some cases this will include Assemble Volunteer Management System. Assemble is a specialist cloud hosted software applications, with ISO 2001 security compliance standards. The systems have been subject to appropriate due diligence and have been deemed to have appropriate technical and organisational measures in place to protect personal data from breach.

As per their Data Sharing Agreement, both Trussell and the food bank are Data Controllers, with acting as Data Processors. Assemble supports the effective, consistent management and administration of volunteers.

### What is your data used for?

Your data is only used for purposes directly relating to your volunteering, particularly:

1. To work out the best volunteer opportunities for you
2. To contact you about your volunteering
3. To support your day to day management and development
4. To make sure you get the right medical care, if you are taken ill when volunteering
5. To contact the right person, if you have an accident or are taken ill when volunteering
6. To ensure policies and guidance are properly managed

7. To support proactive volunteer recognition.

### **Does the food bank have a right to your data?**

Under Data Protection legislation, the food bank needs to have a lawful basis for keeping your data, and for using it. The lawful basis used by the food bank is legitimate interest, which is required in order to carry out of duty of care to you as a volunteer.

### **Who can see your data?**

Ealing Foodbank: Your data can only be seen by Ealing Foodbank staff and volunteers who have been given a login and password to access this data if relevant for their volunteering role.

Trussell: Trussell has a contract in place with the developers of Assemble to process personal data relating to volunteers. The Data Sharing Agreement between the food bank and Trussell provide you and the food bank with access to the systems. Trussell is only able to access personal data in order to provide systems support and guidance to volunteer managers and volunteers and to ensure the systems are kept up to date and properly maintained.

You: you can log into Assemble, see what personal data is held and update your personal information directly.

### **How long will your data be kept?**

If you contact us and we are unable to find a volunteer position for you, we will delete your information.

If you become a volunteer, then your data is kept for as long as you are a volunteer at the food bank.

If you stop being a volunteer, we will keep your data for a further year. This is so that we can contact you, if we need to ask you any questions about your time as a volunteer or if you require a reference for a new role.

After a year your records will be destroyed, unless there is a reason why we still need to be in touch with you about your time as a volunteer.

### **Who can you speak to if you have questions?**

If you have questions about your data, and what we do with it, you should contact the foodbank manager via [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk) or 020 8840 9428.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

1. Right to be know what data we hold  
You have a right to know what personal data we hold about you.  
This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.
2. Right to have a copy of the data we hold  
You can ask for a copy of the data we hold about you. This is called a “subject access request”.  
If you make a “subject access request”, we will give you a copy of all the data we hold about you.  
We will do this within one month. If it helps, we will give you the data in a computer file.
3. Right to object  
You can object if you think we are using your data in the wrong way.  
You can also object if you think we don’t have “lawful grounds” for using your data.  
We will give you a statement explaining why we use your data and explaining the “lawful grounds”.  
If you are still not happy, you can complain to the Information Commissioner’s Office.  
If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.
4. Right to have your data corrected  
If you think there is a mistake in your data, please tell us. You have a right to have it corrected.  
We may need to check what is the correct data, but will put right any mistakes as soon as possible.

5. Right to be forgotten

We promise to remove your data after six years. You have a right for this to happen, because we don't need to keep your data any longer than six years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

**Changes to this notice**

This privacy notice may change from time to time. We recommend that you visit this webpage periodically to keep up to date with the changes. This policy was last updated January 2025.

**Making a complaint to the Information Commissioner's Office**

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.