

Data Privacy Statement for Epping Forest Foodbank Clients

Personal data

When you come to the foodbank for help, 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 the data that is on your foodbank voucher(s). This means that we will keep your name, address, date of birth, the number of adults and children in your household and the relevant age brackets for them, and the reason you needed to come to the foodbank. We will also keep a record of who gave you the foodbank voucher. If we can give you some extra help, there may be extra things we need to ask you about and will keep a record of. This is the only data the foodbank will hold about you. We do not get data about you in any other way.

How is your personal data kept safe?

Your data is kept in a secure database. This can only be accessed with a login and password. We require all users of the system to sign a “data protection statement” so that they know that they must keep your data safe and only use it for the right purposes. All our other volunteers also have to sign a confidentiality agreement. We are as careful as possible to make sure no-one else can log into the data system. For example, when a volunteer leaves the foodbank, we stop their access to the data system.

The paper vouchers are kept separately in a locked filing cabinet in our office. They are never left where someone could see them.

What is your data used for?

We use your data for three things:

- (1) We need to be able to check how many times you have been to the foodbank.
- (2) We need to keep some of your data so we can calculate the number of people coming to the foodbank and the reasons they need to. This is so that we can help other people understand how much foodbanks are needed and why people have to come to foodbanks for help.
- (3) If we can give you extra help, such as with benefits, there may be extra questions we need to ask you so that we can refer you to people who can give you that extra 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 interests”.

The foodbank has a “legitimate interest” in keeping the data from your foodbank voucher. This is so that we can carry out the two main purposes described above – checking how many times clients visit the foodbank and reporting on use of and need for foodbanks and the third purpose, which is where you need extra help.

Who can see your data?

Your data can be seen by people from this foodbank who have been given a login and password for the data system. If you go to more than one foodbank in a 6 month period, people from each of those foodbanks will be able to see the data from all your foodbank visits, not just for the visits to their own foodbank.

Some agencies can refer you to a foodbank using an on-line system called “e-referral”. If an agency has

done this for you, then the agency will also be able to see the data for your visit. E-referral agencies and other foodbanks can also see the dates when someone with your name and postcode has been to a foodbank. They can't see any more data or why you needed foodbank help. We will never give or sell your data to others.

For how long will your personal data be kept?

Your personal data is kept for six years. After that, paper foodbank vouchers are destroyed and, if you have not visited the foodbank in the last six years, your name and address are automatically removed from the data system. If you have visited the foodbank in the last six years, your name and address will be removed six years after your last visit.

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 Project Manager at info@eppingforest.foodbank.org.uk.

What rights do you have?

You have a number of rights under data protection legislation:

1. The right to be informed about the collection and use of your personal data

This Data Privacy Statement describes the personal data that we collect and how we will use it.

2. The right to access personal data

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 as soon as possible and in any event within one month.

3. The right to have inaccurate personal data rectified

If you think there is a mistake in the data we hold, please tell us. You have a right to have it corrected. We may need to check what the correct data is but will put right any mistakes as soon as possible and in any event within one month.

4. The right to erasure (to be forgotten) in certain circumstances

You have a right to have personal data erased if we no longer need the data for the purpose which we originally collected it. If you make a request for us to do this, we will do so as soon as possible and in any event within one month.

5. The right to restrict processing in certain circumstances

In certain circumstances, for example where we are not in agreement about whether your data is accurate or how we are processing the data, you have a right to ask us to limit the way that we use your data. If you make a request for us to do this, we will do so as soon as possible and in any event within one month.

6. The right to object to processing in certain circumstances

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

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