



**BRACKLEY  
FOODBANK**

Brackley Foodbank  
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## **Data Privacy Statement for Brackley Foodbank Clients**

### **Personal data**

When you contact Brackley Foodbank for support, 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).

That means we will keep: -

- Your full name
- Address & postcode
- Telephone number
- Number of adults in your household
- Number of children aged 13 or older in your household (treated as adults)
- Number of children aged under thirteen in your household
- The reason you sought help from the foodbank
- Any specific dietary or medical requirements
- A record of who issued your foodbank voucher

If we can give you extra help, there may be extra things we need to ask you about (eg, your email address), which we will keep a record of. There may also be some notes on our data system about your specific requirements (time preferences, mobility issues etc...).

This is the only data the foodbank will hold about you. We do not acquire, or seek to acquire, 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 by authorised volunteers. We require all users of the system to sign a “data protection statement”. 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 sign a confidentiality agreement.

We are as careful as possible to make sure no one else can log into the data. For example, when a volunteer leaves the foodbank, we remove their access to the data.

Most vouchers are sent to us by email and are stored on our secure system which is only accessible to those volunteers who need visibility in order to plan deliveries, availability etc...

If you came to the foodbank with a printed voucher, your voucher will be kept separately. Printed vouchers are kept stored in a locked cupboard until they are passed on to our administrator to be processed and then destroyed. Vouchers are never left where they could be seen by non-authorised persons.

### **What is your data used for?**

We use your data for three things:

1. We need to keep some of your data so we can calculate the numbers of people using foodbanks, and the reasons they need to. This is so we can help other people understand how much foodbanks are needed and why people contact foodbanks for help.
2. We need to ask certain questions so we can provide you with appropriate assistance, and to be able to check how many times you have been helped by the foodbank.
3. We need contact information so that we are able to make deliveries to the correct location and to ensure that you are able to receive them at the time and date we have planned.

### **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 we can carry out the two main purposes described above – checking how many times clients receive a delivery from the foodbank, and statistical reporting on the need for foodbanks.

There is another type of "lawful basis" called "consent". If we are to give you extra help, we may need particular information from you. We may need to ask you additional questions and record the answers. The lawful basis for this will be your informed "consent".

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

Your personal information is only seen by people who need to do so for foodbank reasons. It not used for any other purpose.

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Your personal information is stored in a secure database, and we use your data for operational purposes only. Data may also be used for statistical collection but only in a fully anonymised format.

Your data can be seen by people from this foodbank who have been given a login for the data system. Brackley Foodbank is an independent entity and does not share client data with any other foodbank.

We will only ever share your information with other organisations with your consent and we never sell client data to any other bodies.

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

Your personal data is kept for a maximum of six years. After that, identifiable information like your name and address are anonymised and removed from our systems.

This is so, if required, we can demonstrate that we have acted properly and used people's donations in the right way. The law specifies that we 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: -

[enquiries@brackleyfoodbank.org](mailto:enquiries@brackleyfoodbank.org)

or telephone 07842 514216

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

You have several rights under Data Protection legislation: -

1. The 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. The 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 (see "What personal data do we hold?"). We will do this within one month. If it helps, we will give you the data in a computer file.

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### 3. The 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. The 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. The 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.

And finally, if anything happened to your data that could represent a risk to you, we will do our best to tell you as quickly as possible.