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## Data Privacy Statement for Foodbank Clients

### **Personal data**

When you come to a 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 we hold about you in two ways:

- 1) an on-line data system records your name, address, and year of birth (if we know that); the number of other adults and children in your household; and the reason you needed to come to the foodbank. We will also keep a record of who raised each of your electronic foodbank vouchers and the number of vouchers you have received.
- 2) a local distribution centre Client Index which, in addition to your name and postcode, records data which helps us to provide you with the right support. Additional information includes your partner’s name; any dietary needs, any pets and other information which can help us to support you. The Client Index also records when you have received support and which referrers issued your vouchers.

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?**

The on-line data system storing your data is a secure database managed by the Trussell Trust. This can only be accessed by foodbank volunteers with a login, a password and an ‘Authy’ code providing two-factor authentication.

All users of the on-line data system must sign a “data protection statement”. This means they know they must keep your data safe, and only use it for the right purposes. We are as careful as possible to make sure no one else can log into the on-line data system. Specifically, when a volunteer leaves the foodbank, we stop their access to the on-line data system.

The local Client Index is kept solely on a secure computer which is accessed by foodbank volunteers with a login and password.

All our volunteers also have to sign a separate confidentiality agreement.

### **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 a foodbank.
2. We need to keep some of your data so we can record the numbers of people coming to foodbanks, and the reasons they need to. This is so 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 improve our service to you, such as by offering specific items to meet a dietary need, or if you have pets, we need to record this information.

## **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 electronic foodbank voucher.

This is so we can carry out the two main purposes described above – checking how many times clients visit the foodbank, and reporting on the need for foodbanks.

There is another type of “lawful basis” called “performance of a contract”. 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 “performance of a contract”.

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

Your data stored on the on-line data system can only be seen by people from this foodbank who have been given a login, password and access to an ‘Authy’ code to provide two-factor authentication. If you go to two foodbanks, people from both foodbanks will be able to see the data from all your foodbank visits – not just for the visits to their own foodbank.

Agencies can refer you to a foodbank using an on-line system called “e-referral”. When 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, like your address or why you needed foodbank help.

We will never give or sell your data to any other bodies.

Your data stored on the Client Index can only be seen by volunteers at the Distribution Centre that you use who have been given a username and password for the local data base, as well as the Centre manager for that Distribution Centre and the Foodbank’s Project Manager.

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

Your personal data stored on our secure online data system is kept for six years. After that, your name and address are automatically removed from the data system.

Your data are kept for six years so that we could prove we have acted properly as a charity, and used people’s donations in the right way. Charity law means we may need to be able to prove this.

The data stored on the Client Index is automatically removed when you have not visited the relevant Distribution Centre for 12 months.

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

If you have any questions about your data, and what we do with it, you should contact the Chair of Trustees, Malmesbury and District Foodbank, The Town Hall, Cross Hayes, Malmesbury, SN16 9BZ

## **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 happens to your data that could be a risk to you, we will do our best to tell you.

22<sup>nd</sup> February 2023