

Foodbank at St. Matthew's Redhill - Client Data Processing

Last revised: 10 November 2025

- [1] The Foodbank at St. Matthew's Redhill (the 'Foodbank', 'our', 'us', 'we') is a foodbank. We can be contacted as follows in relation to any data processing enquiries.
 - Foodbank at St. Matthew's Redhill, 71 Station Road, Redhill, Surrey, RH1 1DL
 - 07849 253085
 - admin@redhillfoodbank.org.uk
- [2] We process personal information to enable us to provide local families and individuals (clients) with essential food supplies to keep them going until a longer-term solution is found. This is our legitimate interest for doing so.
- [3] We may process any of the following personal information of our clients (which may be provided to us by the client directly or by a referral agency):
 - name,
 - address,
 - telephone number,
 - household details,
 - number of individuals in household,
 - adult/child/baby split of household,
 - ages of children (in some circumstances, eg to assist provision of age-appropriate food/essentials),
 - health issues (eg allergies),
 - dietary requirements,
 - safeguarding details,
 - referral agency,
 - dates received food parcels,
 - photos.
- [4] We will keep your personal information for a period after you stop using the Foodbank, in case you start using our services again. We will then keep anonymised data for statistical/analysis purposes.
- [5] Your personal information is kept safely in locked units (where it is in hard copy) and on secure drives (where it is kept electronically). In addition, we have a Facebook page and this page processes data in line with Facebook policies.
- [6] We may share a client's personal information with the referral agency who originally provided their data, where applicable. We will not share personal information except to enable its legitimate processing.
- [7] Clients have the following rights in relation to the personal information held by the Foodbank.
 - You have the right to ask us for copies of your personal information.
 - You have the right to ask us to rectify personal information you think is wrong.
 - You have the right to ask us to complete information you think is incomplete.
 - You have the right to ask us to erase your personal information in certain circumstances.
 - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
 - You have the right to object to the processing of your personal information in certain circumstances.
 - You have the right to ask that we transfer the personal information you gave us to another organisation, or you, in certain circumstances.
 - You are not required to pay any charge for exercising your rights.
 - If you make a request, we have one month to respond to you.
- [8] If you have any concerns about our use of your personal information, you can make a complaint to us.
- [9] You can also complain to the ICO if you are unhappy with how we have used your personal information.
 - Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
 - Helpline 0303 123 1113 / Website www.ico.org.uk
- [10] This policy is reviewed annually.