

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

1. 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:
 - Name
 - Address
 - Telephone number
 - Household details
 - Number of individuals in household
 - Adult/child/baby split of household
 - Ages of children (in some circumstances e.g. to assist with providing age-appropriate food/essentials)
 - Health issues (e.g. allergies)
 - Dietary requirements
 - Safeguarding details
 - Referral agency
 - Dates received food parcels
 - Photos

This data may be provided to us by the client directly or by a referral agency.

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 as required to enable its legitimate processing.

7. Clients have the following rights in relation to the personal information held by the Foodbank:
 - (a) You have the right to ask us for copies of your personal information.
 - (b) You have the right to ask us to rectify personal information you think is wrong. You also have the right to ask us to complete information you think is incomplete.
 - (c) You have the right to ask us to erase your personal information in certain circumstances.
 - (d) You have the right to ask us to restrict the processing of your personal information in certain circumstances.
 - (e) You have the right to object to the processing of your personal information in certain circumstances.

(f) 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.

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 number: 0303 123 1113
ICO website: www.ico.org.uk

Version: 1.0
Updated: 14 November 2020