

## **Referral Agency 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 are a registered charity (Charity Number 1196070), and 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](mailto: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 contacts at referral agencies:
  - Referral agency
  - Name
  - Address
  - Telephone number
  - Email address

This personal information is usually provided to us by the referral agency contact directly.

4. We will keep your personal information in connection with clients who you have referred.
5. Your personal information is kept safely in locked units (where it is in hard copy) and on secure drives or in secure cloud-based databases (where it is kept electronically).
6. We will not share personal information except as required to enable its legitimate processing.
7. Contacts at referral agencies 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](http://www.ico.org.uk)

*Version: 2.0*  
*Updated: 10 December 2023*