



Finchley Foodbank Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

It contains the following sections:

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post: Finchley Foodbank, 279 High Road, LONDON, N2 8HG, GB

Telephone: 07849 558 307

Email: finchleyfoodbank@gmail.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third party referrals:**

- Names and contact details
- Addresses
- Date of birth
- Next of kin details
- Service use history
- Dietary information (including allergies and health conditions)
- Information about support requirements
- Records of meetings and decisions
- Information relating to compliments or complaints

We also collect or use the following information to **provide services and goods, including delivery and third party referrals:**

- Health information
- Which can be linked to clients Religious/Philosophical Beliefs in order to meet clients



dietary needs in compliance with their religion/philosophy

We collect or use the following information to **receive donations or funding and organise fundraising activities:**

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for **recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Right to work information
- Emergency contact details

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Witness statements and contact details
- Relevant information from previous investigations
- Client service records
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions



which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.



Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** is:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Our lawful bases for collecting or using personal information for **recruitment purposes** is:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** is:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Where we get personal information from

- Directly from you
- Family members or carers
- Previous employers
- Contacts supplied by the Data Subject for supplying a reference

How long we keep information

- Client Data (users of the Foodbank) for 1 year after last use of Foodbank
- Volunteers with the Foodbank – to expiry of Safeguarding Certificate (2 years from issued date) or 6 months from last attendance at a session
- Donors who use Gift Aid - 7 years
- Applicants for jobs – 6 months from closing date for applications
- Employees – separate schedule as different data retained for different lengths of time

Who we share information with

Data processors

Google Workspace

This data processor does the following activities for us: Cloud storage

Others we share personal information with

Organisations we need to share information with for safeguarding reasons



How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

24 September