
WEST CRAVEN FOOD BANK

PRIVACY NOTICE



How we use your personal information

Personal information which is supplied to us may be used in a number of ways, for example:

- To provide food parcels and related support
- To keep you up to date with our activities
- For anonymised statistical analysis to help us understand demand and improve our service
- To meet reporting and monitoring requirements linked to funding received from local authorities and grant providers

What information we collect

The personal information we collect includes your name, age, contact details, number of people in your household and their ages. Our lawful basis for processing the information is **legitimate interest** as it allows us to provide food bank support safely and effectively.

Health information

Where it is relevant to the support being provided, we may collect limited information about your health or wellbeing. This information is treated with additional care and will only be shared where necessary, appropriate, legally required, or with your consent.

How long we keep your information

To help us manage repeat referrals effectively and provide ongoing support, we may keep your information for up to 2 years from the date support was last provided.

Who we share your information with

Your personal information is treated as strictly confidential, and is only accessed by our trained and DBS checked volunteers and staff. As we work in partnership with referring agencies and local support organisations, there may be occasions where information is shared between us and your referring agency, local authority or partner organisations where necessary to support you effectively, meet funding or monitoring requirements, safeguard individuals or comply with legal obligations. We only share personal information where it is necessary and proportionate to do so.

Some of the services provided by West Craven Food Bank are supported through local authority or grant funding programmes. As part of these arrangements, we may be required to provide limited information about the support delivered, including statistical or monitoring information, to demonstrate how funding has been used and to help improve local support services.

Contact us

For more details on how your information is used or how we maintain the security of your information, please contact: wcravenfood@gmail.com or phone **07415 186651**

Your rights

You have the right to ask:

- For a copy of the information we hold about you.
- For any incorrect information to be corrected.

If you are concerned about the way your information is being used, please contact us in the first instance. If you remain unhappy, you have the right to complain to the Information Commissioner's Office.
