



Privacy Policy - Clients

Wansbeck Valley Food Bank is a registered charity set up to 'prevent or relieve poverty or financial hardship in particular, but not exclusively by the provision of emergency food parcels to individuals in need'

What information we collect about you

We collect basic personal data about you, including name, address, and contact details

Wansbeck Valley Food Bank complies with its obligations under the General Data Protection Regulations by keeping personal data up to date; by storing and destroying it securely, by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

How we will use the information about you

We will only collect and retain personal data needed to provide our services.

Personal information you provide to us may be used in a number of ways, for example:

- Statistical analysis
- Monitoring use of Food Bank

All statistics are anonymised and are used for funding applications, future planning and management decisions.

Your personal data will be treated as strictly confidential, and all the personal data we process is processed by our staff. No third parties have access to your personal data unless the law allows them to do so. We will only share your data with third parties (who may be able to provide additional support) with your consent.

Access to your information and correction

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information please email or write to us (details below). We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

You have the right to object to how the data has been processed. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer is Sheila Rowley and you can contact her via contact details below.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO).

You can contact the Information Commissioners Office on +44 (0)303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

The Legal basis for collecting your data

Processing is necessary for our legitimate interests. This means that we can process your personal data if a) we have a genuine and legitimate reason and b) we are not harming any of your rights or interests.

How long we keep it

We will hold your personal information on our systems for up to two years after your last use of the Food Bank

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

How to contact us

Wansbeck Valley Food Bank, Northgate Hospital, Morpeth NE61 3BP

Tel : – 07841 908477

Email – wansbeckvalleyfoodbank@gmail.com

Website – wansbeckvalleyfoodbank.org

Registered Charity Number: 1177303