



DATA PROTECTION POLICY

1. AIM

- 1.1 The Trustees of the Canterbury Food Bank CIO (CFB) are committed to maintaining your confidence and trust and to protecting the privacy of your information.
- 1.2 CFB collects, stores, shares and manages personal information in compliance with the EU General Data Protection Regulation EU 2016/279.

2. COLLECTING PERSONAL INFORMATION

- 2.1 We collect information such as details passed on to us when applying for the service as a service user, using the service as a service user, volunteering for CFB, working for CFB, assisting on one of CFB's projects, or visiting CFB on a placement. We also collect some personal information on those who donate to the Canterbury Food Bank.

3. USE OF PERSONAL INFORMATION

- 3.1 The personal information that CFB collects from individuals is used to provide food parcels, information, or services that they have requested, and for administrative purposes.
- 3.2 CFB may need to share an individual's personal information with service providers, associated organisations and agents for specific purposes. CFB does not disclose personal information for direct marketing purposes. CFB may need to disclose personal information if required to do so by law e.g. we must provide information to HMRC for those who have Gift Aided their donations.
- 3.3 When CFB uses volunteer contact information for coordinating and scheduling activities, it will never share a volunteer's contact details with other volunteers without the explicit permission of that volunteer.

4. STORING PERSONAL INFORMATION

- 4.1 An individual's personal information is stored either on secure servers where CFB's databases have a very restricted access, or in manual filing systems which also have a controlled restricted access.
- 4.2 An individual has the right to ask for a copy of the information CFB holds about them, which can be obtained by emailing a request to CFB at: dpl@canterburyfoodbank.org. The same applies if an individual wishes to change, update or have removed the details which CFB are holding. Food vouchers information will be retained for 13 months and then deleted.
- 4.3 CFB shall hold an individual's information for as long as it considers to be relevant and of use to the organisation, following which it will be securely removed.

5. CONFIDENTIALITY

- 5.1 All volunteers, trustees and staff members must sign a Confidentiality Statement which commits them to not sharing or discussing any personal information outside the CFB, with the exception of that information required to be filed on public record with the Charity Commission in England and Wales.

END

Charity registered number 1153791 - registered office Riverside Campus, Thanet Way, Whitstable, CT5 3JQ.