



Data Privacy Statement for Bridging the Gap Volunteers

Bridging the Gap (Manchester) (BTG) operates Manchester South Central Foodbank (MSCF).

Personal data

When you become a volunteer for Bridging the Gap, Bridging the Gap will keep some data about you. This is "personal data", because it is identifiable information about you as an individual person.

Does Bridging the Gap have a right to your data?

Under Data Protection legislation (UK GDPR), Bridging the Gap needs to have a lawful basis for keeping and using your data. The lawful basis used by Bridging the Gap is our legitimate interest or our legal obligation, as we require this information in order to meet our duty of care to you as a volunteer. Where appropriate we also rely on your explicit consent to hold your personal data, for example, where you agree to us using your story or image in our promotional literature.

What personal data do we hold?

Bridging the Gap will have gathered personal information about you on:

- Your application form
- Your interview form
- Your volunteer record
- Any policy you have signed e.g. Confidentiality Agreement or Photo Permission form
- Any records relating to problem solving or accident reporting, if relevant.

The personal information may be held on paper and in an electronic format.

The information held will be:

- Your name and contact details
- Your address
- Note on health issues (if relevant)
- Notes on unspent charges or convictions (if relevant)
- The name and contact details of your emergency contacts
- Previous experience and qualifications
- Date of birth / age
- Driving information (if relevant)
- Disclosure and Barring Service record number and date of issue (if applicable)

This is the only data the food bank will usually hold about you. We do not get data about you in any other way.

How is your personal data kept safe?

Your data is stored on the Assemble Volunteer Management System and Peakon, Engagement software provided by the Trussell Trust. Assemble and Peakon are specialist cloud hosted software applications, with ISO 2001 security compliance standards. The systems have been subject to appropriate due diligence and have been deemed to have appropriate technical and organisational measures in place to protect personal data. As per their Data Sharing Agreement, both the Trussell Trust and the food bank are separate Data Controllers, with Assemble and Peakon acting as Data Processors. Assemble and Peakon support the effective, consistent management and administration of volunteers.

Where we store hard copies of your personal information, records are kept in locked storage at our premises with restricted access to named key holders. We have processes in place to ensure that only those people who need access to your personal information can do so.

What is your data used for?

Your data is only used for purposes directly relating to your volunteering, particularly:

1. To work out the best volunteer opportunities for you
2. To contact you about your volunteering
3. To support your day to day management and development
4. To make sure you get the right medical care, if you are taken ill when volunteering
5. To contact the right person, if you have an accident or are taken ill when volunteering
6. To ensure policies and guidance are properly managed
7. To support proactive volunteer recognition.

Who can see your data?

Bridging the Gap Trustees / Bridging the Gap Project Managers

The Trussell Trust: A Data Sharing Agreement exists between Bridging the Gap and the Trussell Trust to provide you and Bridging the Gap with access to the Peakon and Assemble systems. The Trussell Trust is only able to access personal data in order to provide systems support and guidance to volunteer managers and volunteers and to ensure the systems are kept up to date and properly maintained. Where you agree, the Trussell Trust will also keep you up to date on opportunities across the Trussell Trust and the Foodbank Network as well as giving you a chance to share your feedback about your experience of volunteering. For more information about how the Trussell Trust looks after your data visit: <https://trusselltrust.org/privacy/>

You: you can log into Assemble, see what personal data is held about you and update your personal information directly. You can also see the names of other volunteers in your team and send them a message through the system.

How long will your data be kept?

Your application form will be kept on the Assemble system. If we are unable to find a volunteer position for you, your application form will be kept for one year, unless you ask us to delete it sooner. If you become a volunteer, then your data is kept for as long as you are a volunteer at Bridging the Gap. If you stop being a volunteer, we will keep your data for a further year. This is so that we can contact you, if we need to ask you any questions about your time as a volunteer or if you require a reference for a new role.

After a year your records will be destroyed, unless there is a reason why we still need to be in touch with you about your time as a volunteer.

Who can you speak to if you have questions?

If you have questions about your data, and what we do with it, you should contact your Project Manager: Heidi Exell projectmanager@manchestersouthcentral.foodbank.org.uk 0161 226 3413 or Helena Canavan Helena@manchestersouthcentral.foodbank.org.uk 0161 226 3413

What rights do you have?

You have a number of rights under Data Protection legislation:

1. **Right to be know what data we hold**

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

2. **Right to have a copy of the data we hold**

You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

3. **Right to object**

You can object if you think we are using your data in the wrong way.

You can also object if you think we don't have “lawful grounds” for using your data. If this cannot be settled with the food bank you can complain to the Information Commissioner's Office.

4. **Right to have your data corrected**

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

5. **Right to be forgotten**

We promise to keep your information for only as long as we need it. Currently we remove your data after one year of you leaving the food bank, or possibly earlier if requested by you.