

**Bridging the Gap (Manchester) (BTG)**

**operating as Manchester South Central Foodbank (MSCF)**

**Data Privacy Statement for Referral Agencies**

**Personal data**

When your organisation becomes a referral partner for this foodbank, BTG will keep some data about you. This includes some ‘personal data’, which relates to particular named people. BTG will also keep data about clients that you refer to the foodbank. We have a separate ‘Data Privacy Statement for Clients’. Please ask if you would like to see a copy of that particular privacy statement.

**What personal data does BTG hold?**

BTG will keep data about your organisation in two ways: **-**

1. The **authorisation** **form** you filled in to become a referral agency records the name, address, email address, phone number, and name of principal contact at your organisation and the name, signature and role of personnel authorised to complete referrals.
2. BTG’s **data systems** records your organisation’s name, address, email address and phone number, as well as the name of the principal contact at your organisation and the name, job title and email address of any personnel authorised to complete referrals.

This is the only data BTG will usually hold about your organisation. There may also be information about your organisation in emails. This information will not be kept for any longer than needed. BTG does not seek data about your organisation in any other way.

**How is your personal data kept safe?**

Your organisation’s referral authorisation forms are held in a locked cabinet at BTG’s offices until they have been processed onto our on-line data system. This can only be accessed with a login and password. BTG requires all users of the system to sign a data protection statement. This means the user knows they must keep your data safe, and only

use it for the right purposes. All BTG volunteers also have to sign a confidentiality agreement. The secure office cabinet is only accessible to Project Managers and Trustees. Once processed, the form is scanned to BTG’s computer’s secure drive area, which is only accessible to Project Managers and authorised Trustees. BTG is as careful as possible to make sure no unauthorised person can log into its data system. For example, when a Trustee, member of staff or volunteer leaves the foodbank, BTG stops their access to the data system.

**What is your organisation’s data used for?**

Your data is only used to: -

* validate signatures on referral forms that your organisation has issued
* contact your organisation if there is an important query about a client you have referred to our services.
* keep in contact with you, for example to seek a meeting or invite your organisation to an event.

**Does the foodbank have a right to your data?**

Under Data Protection legislation, BTG needs to have a ‘lawful basis’ for keeping your data, and for using it. There are several types of ‘lawful basis’. One of them is called ‘performance of a contract’. When you become a referral agency, we enter into a ‘contract’ together. Your organisation undertakes to send people in genuine crisis to our services using our referral process. BTG undertakes to provide them with the required support services and contact you if there is a problem. To do this, BTG needs to hold data about your organisation. That is why the ‘lawful basis’ for holding your data is ‘performance of a contract’.

**Who can see your data?**

The only people who have access to your data are the Project Managers, Warehouse Co-ordinator, session lead and selected Trustees. Your organisation’s data on BTG’s on-line system can only be seen by authorised people who have been given a log-in and password for the data system. BTG is as careful as possible to make sure no one else has access to your data.

**How long will your organisation’s data be kept?**

Your organisation’s application form will be kept for as long as you are a referral agency. If you stop being a referral agency, BTG will destroy your application form and any other signatories’ forms. We will also delete your organisation as an active referral agency from BTG’s data systems. BTG’s data system also records data from referral forms received from you. These will continue to show the name of the agency and the agency worker that completed the referral, and their contact phone number. These are kept for a maximum of up to six years in case BTG needs to evidence proper use of public donations.

**Who can you speak to if you have questions?**

If you have questions about your data, and what BTG does with it, you should contact our Data Protection Officer at [jennifer@manchestersouthcentral.foodbank.org.uk](mailto:jennifer@manchestersouthcentral.foodbank.org.uk)

**What rights do you have?**

You have a number of rights under Data Protection legislation: -

1. Right to know what data we hold  
   You have a right to know what personal data BTG holds about you. This Data Privacy Statement describes the data that we will hold about your organisation but you can ask if BTG has any other data about your organisation that 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 BTG holds about your organisation. This is called a ‘subject access request’. If you make a ‘subject access request’, BTG will give you a copy of all the data held about your organisation within one month of the request being made. If it helps, you can be provided with the data in a computer file format.
3. Right to object  
   Your organisation can object if you think BTG is using your data in the wrong way. You can also object if you think we don’t have ‘lawful grounds’ for using your data. BTG will give you a statement explaining why it uses your data and explaining the ‘lawful grounds’. If you are still not satisfied, you can complain to the Information Commissioner’s Office. If BTG finds it is using your data in the wrong way, it will stop immediately and stop it happening again.
4. Right to have your data corrected  
   If your organisation thinks there is a mistake in your data, please tell us. You have a right to have it corrected. BTG may first need to check what is the correct data, but it will correct any mistakes as soon as possible.
5. Right to be forgotten  
   BTG promises to remove your data as soon as it is no longer needed for legal or contractual purposes.

Finally, if anything happened to your organisation’s data that could be a risk to it, BTG will do our best to tell you as soon as practicably possible.

**Privacy statement reviewed & updated: 16th September 2024**

**Next review due: 16th September 2025**