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

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

**Data Privacy Statement for Clients**

**Personal data**

When you access Bridging the Gap’s (BTG) services we will keep some personal information about you. This is called ‘personal data’, because it is about you as a particular person, and it can be linked to you.

**What personal data do we hold?**

BTG will keep the data that is provided on your referral form(s). That means BTG will keep your name, address, contact telephone number and year of birth; dietary information, reason for accessing our services, the number of other adults and children in your household. If we are providing services for a child(ren) we may also keep their details, such as their name, age and school they attend. We will also keep a record of which agency referred you to our services. If BTG can give you extra help, there may be extra things we need to ask you about, and we will keep a record of those too.

There may also be some notes on BTG’s data system about your visit. This is the only data BTG will hold about you. We do not obtain data about you in any other way.

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

Your data is kept on a secure computer database. This can only be accessed with a log-in and password. BTG requires all users of this system to sign a ‘data protection statement’. This means they know they must keep your data safe, and only use it for the right purposes. All our staff and volunteers also have to sign a confidentiality agreement. BTG are as careful as possible to make sure no one else can log into our data system. For example, when a member of staff or volunteer leaves the organisation, BTG stops their access to the computer data systems.

If you attend our services with a printed referral form, your form r will be kept separately. Printed referral forms are uploaded to our data systems and then shredded. Referral forms are never left where unauthorised persons could view them.

**What is your personal data used for?**

BTG uses your data for the following reasons only: -

1. To monitor the number of visits to our foodbank sessions.
2. To calculate the numbers of people coming to foodbanks, and the reasons they need support . This is so we can campaign and help other people understand how much foodbanks are needed, why people have to come to foodbanks for help and to make recommendations for policy change.
3. If BTG can give you extra help, such as with benefits, there may be extra questions we need to ask you. This will be because we need particular information in order to know how to help you and who best to refer you to for additional support.
4. To arrange home deliveries when collection is not applicable.
5. If you are required to collect items from any of our suppliers we may need to provide them with your name and contact number, so they can contact you to let you know your items are ready for collection.

**Does Bridging the Gap have a right to your personal data?**

Under Data Protection legislation, BTG needs to have a ‘lawful basis’ for keeping your details or ‘data’, and for using it. There are several types of ‘lawful basis’. One of them is called ‘legitimate interest’.

BTG has a ‘legitimate interest’ in keeping the data from your referral forms. This is so BTG can carry out the purposes described above. Sometimes if BTG is to give you extra help, we may need particular information from you, which may involve asking you additional questions and recording the answers. The lawful basis for this is called ‘performance of a contract’.

BTG also works on the basis of consent, that is, you have consented to the referral and you have agreed that BTG uses your data as lawfully required.

**Who can see your personal data?**

Your data can only be seen by staff, volunteers and trustees who have been authorised to access the information. Information is stored securely using log-in and password protected data systems. If you go to more than one foodbank hub for support, people from all these foodbanks will be able to see the data from all your foodbank visits.

Some agencies can refer you to a foodbank using an on-line system called “e-referral”. If an agency has done this for you, then the agency will also be able to see the data for your visits. E-referral agencies and other Trussell Trust foodbanks can also see the dates when someone with your name and postcode has been to a foodbank.

BTG will never give or sell your personal data to any other bodies, except when there are lawful reasons to do so or safeguarding concerns. In this instance some basic information such as name, address, year of birth and family composition may need to be shared with the appropriate authorities.

**How long will your personal data be kept?**

Your referral forms and personal data are kept for a maximum of six years. This is so BTG could prove it had acted properly as a charity, and used peoples’ donations in the right way. Charity law means we may need to be able to prove this. After six years, your referral forms are destroyed, and your personal data is automatically removed from BTG’s data system.

Where safeguarding information has been recorded BTG has a legal obligation to keep this information safe and secure indefinitely. Only authorised persons will have access to this data.

**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 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 Bridging the Gap holds about you  
   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 you but you can also ask if we have any other data about you, which is not covered by this particular Data Privacy Statement.
2. Right to have a copy of the data Bridging the Gap holds  
   You can ask for a copy of the data BTG holds about you. 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 you within one calendar month of your request. If it helps, you can be provided with this information in a secure computer file format.

1. Right to object  
   You 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 we use your data and explaining the ‘lawful grounds’ under which we use it.

If you are still not happy, you can complain to the Information Commissioner’s Office. If BTG finds it is using your data in the wrong way, we will stop immediately and stop it from happening again.

1. 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. BTG may need to first check what is the correct data, but it will put it right if any mistakes are found as soon as possible.
2. Right to be forgotten  
   BTG promises to remove your personal data after six years. You have a right for this to happen, because we don’t generally need to keep your data for any longer than six years. However, all safeguarding information will be held indefinitely.

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

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

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