

Data Privacy Statement for Donors

(Financial & Non Financial)

Bridging the Gap (Manchester) (BTG)
operating as Manchester South Central Foodbank (MSCF)

Overview:

Bridging the Gap (Manchester), operating as **Manchester South Central Foodbank (MSCF)**, explains how it handles personal data for donors. The statement confirms that BTG keeps personal information secure and uses it only to provide support, meet legal obligations, and improve community services — never for sale.

It identifies BTG as the **data controller**, outlines what personal data is collected when donors contribute to our charitable services, and clarifies that data is processed lawfully under UK GDPR principles.

1. Purpose of this Statement

This Data Privacy Statement explains how BTG, operating as MSCF, collects, uses, and protects the personal data for people donating to our services.

When you donate we will keep some personal information about you. This is called ‘personal data’, because it relates to you as an identified person.

2. Who are we

BTG operating as **Manchester South Central Foodbank (MSCF)**, is the **data controller** for this information. This means BTG decides how and why your personal data is used and is responsible for keeping it safe.

If you have any questions about how we use your data or wish to exercise your data rights, you can contact info@manchestersouthcentral.foodbank.org.uk or Chair of Trustees michellemchale@manchestersouthcentral.foodbank.org.uk alternatively you can write to:

Bridging the Gap (Manchester)

Unit 10, Wesley Enterprise Centre, Royce Road, Hulme, Manchester, M15 5BP

or telephone: 0161 226 3413

BTG is committed to handling your information lawfully, fairly, and transparently, in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

3. What Personal Data we Collect

We collect and store the following information when you donate to us:

Financial Donors:

Direct Debit or Standing Order

If you complete a Direct Debit or Standing Order form, we will hold:

- Your name
- Postal address
- Email address
- Bank account details (as provided on the form)
- Your communication preferences

Gift Aid

If you complete a Gift Aid declaration, we will hold:

- Your name
- Postal address
- Email address
- Donation history (required by HMRC)
- Your communication preferences

Gift Aid forms do not require bank details unless you have provided them for another purpose.

One-off Financial Donations

If you make a one-off donation, BTG's financial records may show:

- Your name
- Date of the donation
- Donation amount
- Organisational details if applicable

If you provide a donation for a specific use/project BTG will also keep a record of your request so that the donation can be administered accurately.

Giving Platforms

- Name
- Email address
- Donation amount

Food/Gifts in Kind Donations

- Your name
- Date of the donation
- Donation type (food, Gift in Kind)
- Weight of donation (Food donations only)
- Organisational details if applicable
- Email address

Food donations are weighed in and out again when distributed. This allows BTG to monitor the amount of food used to support those in crisis. The weight of food is also converted into a monetary value for our insurers to protect against accidental damage or loss.

4. How is your Personal Data kept Safe?

Data storage and security

BTG stores your information securely on password-protected systems with restricted access. Only authorised staff and volunteers who need the information to deliver services can view it.

Confidentiality and access control

All staff and volunteers handling personal data receive data-protection and safeguarding training. Access is limited to those who require it for legitimate operational reasons.

Data retention

BTG keeps your information only for as long as necessary to provide support and meet legal or reporting obligations. When data is no longer required, it is deleted or securely destroyed.

System protection

BTG uses secure, UK-based systems and applies appropriate technical and organisational measures to protect data against loss, misuse, or unauthorised access.

Review and compliance

BTG regularly reviews its data-protection practices to ensure compliance with UK GDPR and charity-sector standards.

Where we use trusted third-party service providers (such as secure cloud storage or banking platforms), BTG ensures they comply with data protection legislation.

BTG does not transfer your personal data outside the UK nor do we use automated decision-making or profiling.

5. How We Use Your Data?

We use your personal data to:

- Process your Direct Debit or Standing Order Form
- Administer and record your donations
- Reclaim Gift Aid from HMRC
- Maintain accurate financial records
- Fulfil Charitable auditing and reporting requirements
- Fraud prevention
- Contact you if you have given consent to receive updates

BTG does **not** use your data for any unrelated purposes. All processing is limited to what is necessary to deliver our services, fulfil our legal obligations, and support community wellbeing.

6. Lawful Basis for Processing Donor Data

Under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, BTG must have a lawful basis for collecting and using your personal data. BTG only processes your information where one of the following lawful bases applies:

These lawful bases apply to both financial and non-financial donors, including supporters, volunteers, and individuals who subscribe to BTG communications or participate in charitable activities.

Legitimate Interests

BTG has a legitimate interest in processing donor information to deliver our charitable services, monitor donations, and understand donor and community needs. This helps BTG operate effectively as a charity and advocate for fairer systems.

- Legitimate interest is appropriate for:
 - Monitoring donations
 - Monitoring usage of donations
 - Campaigning and policy work (with an opt-out available)
 - Financial reporting and fraud prevention
 - Communicating with donors
 - Ensuring Donor Rights are not overridden

You have the **right to object** to processing based on legitimate interests at any time.

Opt-Out Recording and Actioning

When you choose to opt out of data being used for campaigning or policy-related analysis, BTG will record your preference securely. This opt-out flag ensures your anonymised data is excluded from any future reports or advocacy materials. The Data Protection Officer reviews and confirms all opt-out requests within one month, and trustees periodically audit these records to verify compliance with UK GDPR accountability standards.

Performance of a Contract

- Administer Direct Debits and Standing Orders
- Administering your donation agreement
- Use restricted donations as agreed by the donor

Legal Obligation

BTG must process and retain certain information to meet its legal duties under charity, safeguarding, and financial accountability laws.

- Reclaiming Gift Aid
- Maintain Statutory Financial Reporting and accountability

Safeguarding Data BTG processes safeguarding-related personal data under **Legal Obligation** or, where necessary to protect life or prevent serious harm, under **Vital Interests**. Such processing is limited to essential information and follows BTG's Safeguarding Policy and UK GDPR requirements.

BTG only processes data necessary for our charitable purposes and reviews this regularly.

Transparency and Governance Review

This section is reviewed annually by trustees as part of BTG's Data Protection Policy to ensure continued compliance with UK GDPR and Charity Commission best-practice standards.

BTG conducts a Legitimate Interest Assessment (see Appendix E of the Data Protection & Incident Response Policy & Procedure) to ensure donor and service-user rights are protected.

7. Who Can see your Personal Data

Your data is accessed only by authorised individuals and organisations who need it to fulfil BTG's charitable and legal obligations. BTG reviews all data-sharing agreements annually to ensure compliance with the UK GDPR and the Data Protection Act 2018.

Your data is accessed only by:

- BTG's Chair of Trustees
- BTG's Finance Officer
- BTG's Project Managers (only for donor related reporting)
- Our bank (for payment processing)
- Financial Assessors/Auditors
- HMRC (for Gift Aid claims)

BTG has **formal data-sharing agreements** with partner agencies (secure Cloud Storage Provider, CRM platform) These agreements set out how data must be handled, stored, and protected, ensuring that all partners comply with the **UK GDPR** and the **Data Protection Act 2018**. BTG only shares the **minimum necessary information** required to deliver services or meet legal and safeguarding obligations.

BTG will **never give or sell** your personal data to any other organisation. Data will only be shared when there are lawful reasons to do so—such as safeguarding concerns or legal requirements. In such cases, only essential details (for example, name, address, year of birth, and family composition) will be shared with the appropriate authorities.

BTG regularly reviews partner compliance and requires all third-party organisations to maintain equivalent data-protection standards.

8. How Long will your Personal Data be kept

BTG retains personal data only for as long as necessary to fulfil our charitable, legal, and financial obligations.

Financial Donors

BTG keeps your Direct Debit, Standing Order, or Gift Aid forms for as long as the agreement is active and for six years after it ends, in line with charity accounting and HMRC requirements.

Donation records are also kept for six years after the end of the financial year in which they were created.

Non-Financial Donors and Supporters

For non-financial donors — including supporters, volunteers, and newsletter subscribers — BTG retains personal data only for as long as necessary to maintain contact or fulfil consented communications. When data is no longer required, it is securely deleted or anonymised in accordance with BTG's Data Protection Policy.

Safeguarding Data

Safeguarding-related personal data is processed and retained under Legal Obligation or, where necessary to protect life or prevent serious harm, under Vital Interests. Such records follow statutory retention guidance and are stored securely in line with BTG's Safeguarding Policy.

Governance and Review

BTG reviews all data-retention periods annually as part of its Data Protection Policy to ensure compliance with UK GDPR and Charity Commission best-practice standards. Trustees oversee this review as part of BTG's accountability framework.

9. Your Rights

You have the following rights under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**:

- **Right of access** – to ask for a copy of the personal data BTG holds about you.
- **Right to rectification** – to ask BTG to correct inaccurate or incomplete data.
- **Right to erasure** – to request deletion of your data where BTG has no lawful reason to keep it.
- **Right to restrict processing** – to ask BTG to limit how your data is used.
- **Right to object** – to object to processing based on legitimate interests, such as campaigning or policy work.
- **Right to data portability** – to request that BTG transfers your data to another organisation, where applicable.

Response Timeframes

BTG will respond to any data-rights request as soon as possible and always within one month of receiving it, in accordance with Article 12(3) of the UK General Data Protection Regulation.

If you are unhappy with how BTG has handled your data, you can also contact the **Information Commissioner's Office (ICO)** at 0303 123 1113 or visit www.ico.org.uk

10. Data Breaches

If anything happens to your data that could pose a risk to you, BTG will notify you as soon as practicably possible.

Internal Breach-Reporting Procedure

BTG operates an internal breach-reporting process that ensures any personal-data incident is assessed and, where required, reported to the Information Commissioner's Office within 72 hours of discovery. The Data Protection Officer records all breach reports and oversees corrective actions in line with BTG's Data Protection and Incident Response Policy.

11. Update to this Statement

BTG reviews this statement annually or sooner if legislation changes. The latest version is always available on our website [Governance / Policies | Manchester South Central Foodbank](#) or by request.

Privacy statement reviewed & updated: 11/092026
Next review due: 11/09/2027