

Unit 10, Wesley Enterprise Centre
Royce Road, Hulme, Manchester, M15 5BP
Tel: 0161 226 3413

Data Privacy Statement: Foodbank Services

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 people referred to foodbanks. 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 marketing or sale.

It identifies BTG as the **data controller**, outlines what personal data is collected when clients access 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 referred to our foodbank services.

When you access BTG's services we will keep some personal information about you. This is called 'personal data', because it relates to you as an identified person.

2. Who We Are

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

Personal data provided on referral forms Bridging the Gap (BTG) keeps the personal data you provide on your referral form(s). This includes your name, address, contact telephone number, and year of birth, as well as dietary information, the reason for accessing our services, and the number of adults and children in your household.

Information about children

If BTG provides services for a child or children, we may also record their name, age, and school attended.

Referral and additional support information

BTG keeps a record of the agency that referred you to our services. Where BTG can offer extra help — for example, with benefits advice or home deliveries — we may ask for and securely record additional information.

Visit notes

BTG may keep brief notes about your visit on our secure data system. This is the only information BTG holds about you, and we do not obtain data about you in any other way.

Special category data

Some of the information we collect — such as dietary needs, health details, or safeguarding notes — is classed as *special category data* under the UK General Data Protection Regulation (UK GDPR). BTG only collects this information when it is necessary to provide appropriate support, ensure your safety, or meet our legal safeguarding obligations.

Data minimisation

BTG applies the principle of **data minimisation**: we only collect the information genuinely needed to deliver our services and meet our legal responsibilities. We do not collect unnecessary or excessive data.

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.

5. How we Use Your Data

BTG uses your data for the following purposes only: -

1. **To monitor and evaluate** the number of visits to our foodbank sessions and the level of need within our community.
2. **To understand and report** the reasons people access foodbanks, so BTG can campaign responsibly and help others understand how and why foodbanks are needed. This work supports policy recommendations and advocacy for fairer systems.
 - BTG relies on its **legitimate interests** for this type of processing.
 - You have the **right to object** to your data being used for campaigning or policy-related analysis at any time.
 - **You can ask BTG not to include your anonymised data in campaign reports or advocacy materials.**

3. **To provide additional support**, such as benefits advice or referrals. In these cases, BTG may need to ask for specific information to understand how best to help you. This processing is based on **performance of a contract** or, where necessary, **vital interests**—for example, if safeguarding or welfare concerns arise.
4. **To arrange home deliveries** when collection is not possible.
5. **To coordinate collections** from suppliers, where BTG may need to share your name and contact number so they can notify you when items are ready.

BTG does **not** use your data for marketing or 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 Your 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:

Legitimate Interests

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

- Legitimate interest is appropriate for:
 - Referral processing
 - Monitoring usage
 - Campaigning and policy work (with an opt-out available)
- 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

When BTG provides additional support—such as benefits advice, home deliveries, or referrals to partner agencies—processing may be necessary to fulfil that service agreement.

- Contractual processing applies only to **additional support services** and not to core foodbank access.

Legal Obligation

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

Vital Interests

In rare cases, BTG may process data to protect someone's life or wellbeing—for example, where safeguarding concerns arise.

Substantial Public Interest (Special Category Data)

BTG may process special category data—such as health, dietary, or safeguarding information—under the **Data Protection Act 2018, Schedule 1 Part 2**, which allows processing for safeguarding, support, and welfare purposes. This ensures BTG can provide appropriate help and fulfil its safeguarding responsibilities.

BTG does **not** rely on consent for essential foodbank services, as access to support must remain free from pressure or disadvantage.

Where consent is used—for example, to share information with a partner agency—it will be **specific, informed, and revocable**. You have the **right to withdraw consent** at any time, but only where consent is the lawful basis for processing.

Accountability: BTG maintains a **Record of Processing Activities (ROPA)** in accordance with Article 30 of the UK GDPR. This record supports BTG's accountability obligations and ensures that all data-processing activities are documented, reviewed, and auditable by trustees and regulators.

7. Who can see your personal data?

Your personal data can only be seen by **staff, volunteers, and Chair of Trustees**, who have been authorised to access it. Information is stored securely using log-in and password-protected data systems. If you visit more than one foodbank hub for support, authorised personnel from those hubs will be able to see the data from all your foodbank visits.

Some agencies may refer you to a foodbank using an online system called “**e-referral**.” If an agency has done this for you, that 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 attended a foodbank.

BTG has **formal data-sharing agreements** with partner agencies and other Trussell Trust foodbanks. 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 keeps your referral forms and personal data for a **maximum of six years**. This period aligns with charity law and HMRC record-keeping requirements and allows BTG to demonstrate that it has acted properly as a charity and used donations responsibly. It also provides a legal defence period for any audit or compliance review.

After six years, your referral forms are **securely destroyed**, and your personal data is **permanently deleted** from BTG’s data systems. Electronic records are removed using secure deletion protocols that prevent recovery, and paper records are shredded using cross-cut shredding.

BTG follows a **formal retention schedule**, reviewed annually by trustees, which sets out how long each category of data is kept and how it is securely disposed of.

Data-retention and disposal procedures follow BTG’s Data Retention and Destruction Policy, which sets out detailed retention periods, secure-deletion methods, and trustee oversight requirements. This ensures consistency and compliance across all BTG data-handling activities.

BTG is a registered Charity within England & Wales, Charity Registration Number **1170952**

BTG is registered as a data controller with the Information Commissioner’s Office (ICO) registration number **ZA294550**

Where safeguarding information has been recorded, BTG has a **legal obligation** to keep this information safe and secure **indefinitely**. Only authorised persons have access to safeguarding data, and it is stored separately from other records.

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. Updates 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: 29/08/2026

Next review due: 29/08/2027