

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

Data Privacy Statement for Referral Agencies

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

Overview:

Bridging the Gap (Manchester), operating as Manchester South Central Foodbank (MSCF), is committed to protecting the privacy and security of all referral agencies and their authorised representatives. This Data Privacy Statement sets out how BTG collects, uses, stores, and safeguards personal data relating to referral partners, ensuring compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Purpose of Statement

This Data Privacy Statement explains how **Bridging the Gap (Manchester)**, operating as **Manchester South Central Foodbank**, collects, uses, stores, and protects personal data relating to **referral agencies** that partner with us. Its purpose is to ensure transparency and accountability in how we handle information about your organisation and its authorised representatives, in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

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

When your organisation becomes a referral partner for Bridging the Gap (Manchester), operating as Manchester South Central Foodbank, we record limited information about your organisation and its authorised personnel. This includes some *personal data* — information that identifies specific named individuals.

We also hold data about clients referred to the foodbank. That information is covered separately under our Data Privacy Statement for people referred to foodbank services. Please ask if you would like a copy.

BTG's data systems record:

- your organisation's name, address, email address, and phone number
- the name of the principal contact at your organisation
- 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 in emails exchanged with you. Such information will not be kept for longer than necessary. BTG does not seek data about your organisation in any other way.

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. When a person leaves the organisation their access to data systems is revoked.

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

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.

BTG does **not** use your data for marketing or share it with third parties except where legally required.

6. Lawful Basis for Processing your Data

BTG operates as a registered charity and processes personal data in accordance with Schedule 1 of the Data Protection Act 2018 – Processing for Charitable Purposes. This provision recognises that charities may lawfully process personal data to support individuals in need, advance charitable aims, and evidence the proper use of public donations. BTG ensures that such processing remains proportionate, transparent, and subject to trustee oversight.

Under Data Protection legislation, BTG must have a *lawful basis* for collecting, storing, and using personal data. The lawful bases relevant to referral agencies are **performance of a contract**, **legitimate interest**, and **consent**.

- **Performance of a contract:** When you become a referral agency, we enter into a contract together. Your organisation undertakes to refer people in genuine crisis using our referral process, and BTG undertakes to provide them with the required support services and contact you if there is a problem.
- **Legitimate interests:** BTG may retain limited contact details to maintain partnership continuity, evidence proper use of public donations, and support service evaluation.
- **Consent:**

In some cases, BTG may request your explicit consent — for example, to include your organisation in partnership communications, newsletters, or invitations to community events. You may withdraw consent at any time by contacting BTG's Data Protection Lead.

Together, these lawful bases ensure that BTG processes your data fairly, transparently, and in accordance with the **UK GDPR** and **Data Protection Act 2018**.

7. Who can see your Personal Data

Access to your organisation's data is strictly limited to authorised personnel within BTG who need it to carry out their roles. This includes the Project Managers, Warehouse Coordinator, session leads, and a small number of designated Trustees responsible for oversight and compliance.

Your organisation's information stored on BTG's secure online system can only be viewed by individuals who have been issued a unique login ID and password. Each authorised user is required to follow BTG's data-protection and confidentiality procedures.

BTG takes all reasonable steps to ensure that no unauthorised person can access your data. Access permissions are reviewed regularly, and technical safeguards such as password protection, encrypted storage, and limited user rights are maintained to protect your information.

8. How long will your data be kept?

BTG retains your organisation's application and authorisation forms for as long as you remain an active referral agency. If your organisation ceases to act as a referral partner, BTG will securely destroy your application form and any associated signatory records.

Your organisation will also be removed from BTG's active referral-agency list within our data systems.

BTG's secure data system records information from referral forms submitted by your organisation. These records include the name of the referring agency, the name and contact telephone number of the agency worker who completed the referral, and the date of submission.

Such records are retained for a maximum of six years to allow BTG to evidence the proper use of public donations and to meet audit and accountability requirements. After this period, the data is permanently deleted or anonymised in accordance with BTG's data-retention policy.

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.

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 maintains a Record of Processing Activities (ROPA) in accordance with Article 30 of the UK General Data Protection Regulation. This record documents all categories of data processing undertaken by BTG and is reviewed annually by trustees to ensure continued compliance, transparency, and accountability.

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.

- **Right to complain** - to the **Information Commissioner's Office (ICO)** if you believe your data has been misused

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: 30/08/2026

Next review due: 30/08/2027