

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

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

## Data Privacy Statement for Volunteers & Supporters

### 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 supporters and volunteers 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 supporting our services and volunteering.

When you support or volunteer for us 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](mailto:info@manchestersouthcentral.foodbank.org.uk) or Chair of Trustees [michellemchale@manchestersouthcentral.foodbank.org.uk](mailto: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?**

#### **Supporters:**

- Your name
- Postal address
- Email address
- Social media identity (if used for communication)

We do **not** collect special category data (e.g., health, ethnicity, or religion) for supporters.

#### **Volunteers:**

- Your name
- Postal address
- Email address
- Social media identity (if used for communication)
- Health information
- Banking details - Volunteer expense claims

Health information will only be collected and used for the following purposes only:

- Health & Safety information
- Risk Assessing
- Fire Action Plans
- Making Reasonable Adjustments

### **4. How We Keep Your Personal Data 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**

Trustees review this statement annually as part of BTG's governance audit cycle, to review 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.

This statement should be read alongside BTG's Data Protection & Incident Response Policy and Safeguarding Policy.

## **5. Why We Use Your Data?**

We use your data only to:

- Administer and record your donations
- Reclaim Gift Aid from HMRC
- Send newsletters and updates about our work
- Share requests for food, resources or financial donations
- Invite you to volunteer or attend community events

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 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:

**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 Interest**

BTG relies on Legitimate Interest to process personal data for volunteers, supporters, donor groups, and referral agencies where it is reasonable and proportionate to keep you informed about our charitable work and community activities.

This includes updates on projects, volunteering opportunities, and initiatives that align with BTG's charitable objectives.

### **Legitimate Interest Assessment (LIA)**

BTG has carried out a Legitimate Interest Assessment to ensure that using this basis is appropriate and balanced. The assessment confirms that:

- The purpose of processing (keeping volunteers, donor groups, and referral agencies informed) is necessary for BTG's charitable objectives.
- The impact on individuals' privacy is minimal and proportionate.
- Supporters can opt out of communications at any time. BTG reviews its LIA annually or when activities change to ensure continued compliance with UK GDPR.

The full LIA is retained internally and referenced in BTG's Data Protection Policy for audit and accountability purposes.

### **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.

### **Consent**

BTG relies on **Consent** when supporters and volunteers have clearly agreed ("opted in") to receive updates, newsletters, or event information.

We will only add you to our mailing list if you have provided explicit consent.

You may **withdraw your consent** at any time by contacting BTG or using the unsubscribe option in our communications.

BTG will remove your details within 30 days and securely delete backups within 90 days.

Withdrawal of consent does not affect the lawfulness of any processing carried out before your request.

BTG reviews consent records annually to ensure continued compliance with UK GDPR and accountability standards.

## **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
- Health & Safety, including risk assessments
- Incident Reporting

## **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 supporter and volunteer rights are protected.

## **7. Who Can See Your 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
- Our bank (for payment processing)
- Financial Assessors/Auditors
- HMRC (for Gift Aid claims)
- Social Media Staff/Volunteers

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 We Keep Your Data?**

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

### **Supporters:**

If you withdraw consent, we will remove your details within **30 days** and securely delete backups within **90 days**. BTG does not retain supporter data longer than **six years** unless legally required.

### **Volunteers:**

General volunteer records, including Health and Safety records, training certificates, DBS and DBS checks will be retained for up to **6 years** post volunteer service ends.

Safeguarding or incident records will be retained for a minimum of **10 years** or longer if statutory guidance requires.

Consent-based communications (newsletters, updates) will only be retained whilst consent remains active.

BTG reviews volunteer data retention periods annually as part of its Data Protection Policy to ensure compliance with UK GDPR and Charity Commission best-practice standards.

Retention periods are reviewed annually to ensure they remain proportionate and compliant with current legislation.

## 9. Your Rights

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

1. **Right of Access** – You can request a copy of the data we hold about you.
2. **Right to Rectification** – You can ask us to correct inaccurate or incomplete data.
3. **Right to Erasure (“Right to be Forgotten”)** – You can ask us to delete your data.
4. **Right to Object** – You can object if you believe we are using your data unlawfully.
5. **Right to Restrict Processing** – You can ask us to limit how we use your data.
6. **Right to Data Portability** – You can request your data in a machine-readable format.

## 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](http://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: 13/092026

Next review due: 13/09/2027