



Redbridge Foodbank
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Data Privacy Statement for food bank volunteers

Personal data

When you become a volunteer at the food bank, the food bank will keep some data about you. This is “personal data”, because it is about you as a particular person, and it can be linked to you.

What personal data do we hold?

The food bank will have gathered personal information about you on:

- Your application form
- Your interview form
- Your volunteer record
- Any policy you have signed e.g. Confidentiality Agreement or Photo Permission form
- Any records relating to problem solving or accident reporting, if relevant.

The personal information may be held on paper or in an electronic format.

The information held will be:

- Your name and contact details
- Your address
- Note on health issues (if relevant)
- Notes on unspent charges or convictions (if relevant)
- The name and contact details of your emergency contacts
- Previous experience and qualifications
- Date of birth / age
- Driving information (if relevant)
- DBS record (if relevant)

This is the only data the food bank will usually hold about you. We do not get data about you in any other way.

How is your personal data kept safe?

Your data is stored on the Assemble Volunteer Management System and Peakon, Engagement software provided by the Trussell Trust. Assemble and Peakon are specialist cloud hosted software applications, with ISO 2001 security compliance standards. The systems have been subject to appropriate due diligence and have been deemed to have appropriate technical and organisational measures in place to protect personal data from breach.



As per their Data Sharing Agreement, both the Trussell Trust and the food bank are Data Controllers, with Assemble and Peakon acting as Data Processors.

Assemble and Peakon support the effective, consistent management and administration of volunteers.

What is your data used for?

Your data is only used for purposes directly relating to your volunteering, particularly:

1. To work out the best volunteer opportunities for you
2. To contact you about your volunteering
3. To support your day to day management and development
4. To make sure you get the right medical care, if you are taken ill when volunteering
5. To contact the right person, if you have an accident or are taken ill when volunteering
6. To ensure policies and guidance are properly managed
7. To support proactive volunteer recognition.

Does the food bank have a right to your data?

Under Data Protection legislation, the food bank needs to have a lawful basis for keeping your data, and for using it. The lawful basis used by the food bank is legitimate interest, which is required in order to carry out of duty of care to you as a volunteer.

Who can see your data?

The food bank: Admin Support, Volunteer Coordinator and Project Manager.

The Trussell Trust: The Trussell Trust has a contract in place with the developers of Peakon and Assemble to process personal data relating to volunteers. The Data Sharing Agreement between the food bank and the Trussell Trust provide you and the food bank with access to the systems. The Trussell Trust is only able to access personal data in order to provide systems support and guidance to volunteer managers and volunteers and to ensure the systems are kept up to date and properly maintained.

You: you can log into Assemble, see what personal data is held and update your personal information directly.

How long will your data be kept?

Your application form will be kept on the Assemble system. If we are unable to find a volunteer position for you, your application form will be kept for one year, unless you ask us to delete it sooner.

If you become a volunteer, then your data is kept for as long as you are a volunteer at the food bank.

If you stop being a volunteer, we will keep your data for a further year. This is so that we can contact you, if we need to ask you any questions about your time as a volunteer or if you require a reference for a new role. After a year your records will be destroyed, unless there is a reason why we still need to be in touch with you about your time as a volunteer.

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 the project manager:

Jocelyn Davis | info@redbridgefoodbank.org | 0208 518 0056



What rights do you have?

You have a number of rights under Data Protection legislation:

1. **Right to be know what data we hold**

You have a right to know what personal data we hold about you.

This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

2. **Right to have a copy of the data we hold**

You can ask for a copy of the data we hold about you. This is called a “subject access request”.

If you make a “subject access request”, we will give you a copy of all the data we hold about you.

We will do this within one month. If it helps, we will give you the data in a computer file.

3. **Right to object**

You can object if you think we are using your data in the wrong way.

You can also object if you think we don’t have “lawful grounds” for using your data. If this cannot be settled with the food bank you can complain to the Information Commissioner’s Office.

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.

We may need to check what is the correct data, but will put right any mistakes as soon as possible.

4. **Right to be forgotten**

We promise to remove your data after one year of you leaving the food bank, or earlier if requested by you.

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