



## PRIVACY NOTICE

### 1. Introduction

Basildon Foodbank is committed to protecting your personal data and being transparent about how we collect, use, and safeguard information. This Privacy Notice explains how we handle personal data in the course of delivering our foodbank services, support projects, and related activities.

This notice applies to clients, volunteers, staff, trustees, donors, and partner organisations, and covers all foodbank activities, whether data is collected in person, on paper, online, or via partner referrals.

### 2. Who We Are (Data Controller)

Basildon Foodbank is operated by RCCG Majesty Connections and is the Data Controller for the purposes of UK data protection law.

**Organisation name:** Basildon Foodbank (RCCG Majesty Connections)

**Address:**

Crown Community Centre, Crest Avenue, Pitsea, Basildon, Essex SS13 2EF

**AND**

1 The Gore, Basildon Essex SS14 2EA

**Email:** [info@basildon.foodbank.org.uk](mailto:info@basildon.foodbank.org.uk)

**ICO Registration Number:** ZA155313

### 3. What Personal Data We Collect

Depending on your relationship with us, we may collect:

- **Clients and service users:**  
Name, contact details, household information, referral details, support needs, financial inclusion information, and safeguarding information where required.
- **Volunteers and staff:**  
Name, contact details, role information, DBS status, training records, emergency contact details, and supervision notes.
- **Trustees:**  
Name, contact details, governance records, and statutory information.
- **Donors and supporters:**  
Name, contact details, donation records, Gift Aid declarations.



- **Website users:**

IP address, browser type, and usage data (via cookies and analytics – see Website Privacy & Cookies Policy).

#### **4. How We Collect Personal Data**

We collect personal data:

- Directly from you (in person, by phone, email, forms, or online)
- From referral agencies (e.g. professionals issuing foodbank vouchers)
- From partner organisations delivering services on our premises (e.g. Citizens Advice)
- Via our website and digital systems

#### **5. Why We Use Your Data (Purposes)**

We use personal data to:

- Provide emergency food support and related services
- Deliver financial inclusion and advice services
- Safeguard children, young people, and vulnerable adults
- Recruit, train, and support staff and volunteers
- Meet legal, regulatory, and reporting obligations
- Manage donations, Gift Aid, and charitable records
- Improve our services and demonstrate impact

#### **6. Lawful Bases for Processing**

Under UK GDPR, we process personal data using the following lawful bases:

- **Legal obligation** – where required by law (e.g. safeguarding, employment, charity regulation)
- **Legitimate interests** – to deliver our charitable services and operate effectively
- **Consent** – where you have clearly agreed (e.g. communications)
- **Vital interests** – to protect someone's life or wellbeing in safeguarding situations
- **Contract** – where processing is necessary for agreements with staff or suppliers



## 7. Data Sharing

We may share personal data, where necessary and lawful, with:

- The **Trussell Trust** (network reporting and support)
- **Citizens Advice** and other on-site partner organisations
- Local authorities and statutory safeguarding agencies
- HMRC (e.g. Gift Aid)
- Professional advisers (e.g. auditors)

All partners are required to handle data securely and lawfully.

## 8. Data Retention

We only keep personal data for as long as necessary. Typical retention periods include:

Record type	Retention period
Safeguarding records	7 years
Volunteer and staff records	3 years after role ends
Client service records	2 years
Financial and Gift Aid records	6 years

Data is securely deleted or destroyed when no longer required.

## 9. Data Security

We take appropriate technical and organisational measures to protect personal data, including:

- Secure digital systems with restricted access
- Locked storage for paper records
- Training for staff and volunteers on data protection

Any data breach will be managed in line with ICO requirements and reported where legally required.

## 10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data



- Request correction of inaccurate data
- Request erasure of data (where applicable)
- Restrict or object to processing
- Withdraw consent (where consent is used)
- Lodge a complaint with the Information Commissioner's Office (ICO)

### **11. How to Raise a Concern or Make a Complaint**

If you have questions or concerns about how your data is used, please contact:

**Email:** [info@basildon.foodbank.org.uk](mailto:info@basildon.foodbank.org.uk)

If you are not satisfied, you may complain to:

#### **Information Commissioner's Office (ICO)**

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

### **12. Updates to This Notice**

This Privacy Notice will be reviewed annually or when there are significant changes to our services or legal requirements.

**Last updated: 17 December 2025**