

Food Friends Privacy Notice

Our use of your data

In order to work with you, Food Friends will occasionally need to gather and use certain personal information about you. For example, your name and address or other information pertinent to you (your “personal information”).

If you are providing information about other people you are responsible for, you must ensure you have their consent to share this information. By providing this information to us, we are entitled to assume you have that person’s permission to do so, and for us to contact them.

Our primary concern is always the safety of our volunteers and food friends. So, if you have any concerns or issues with, or about, any volunteer or food friend with whom you interact with as part of any Food Friends activity, please do not hesitate to share those concerns and any further information necessary for us to take reasonable steps to protect or prevent any harm to any person.

What we do with your information

1. We collect your personal information in several ways:
 - a. When you complete a registration form in which you provide your name, address, date of birth and contact details. For our food friends we will complete these with you when we visit you at home. For our volunteers we ask additional personal information to allow us to complete appropriate safer recruitment checks.
 - b. When you contact us either via telephone, email or via the website you may be asked for the same information referred to above.

2. We collect the above information to engage you in Food Friend's activities and to manage and administer the services we provide. This may include sharing it with other institutions that support you (with your permission). For example, we routinely share personal information between participants of our meal sharing initiative, but in sharing this data we shall ensure they will also comply with these rules.
3. We promise we never sell your personal information to any organisation. We are required to ensure your personal information is accurate, and so as part of our work, we may need to ask you some questions from time-to-time and sometimes even the ones we've asked you before, sorry!
4. If you are no longer engaging in Food Friend's work, we may keep your personal information in case you need our services again or for our records. You may ask us for a copy of what information we hold about you or request that we destroy our copy of your information, at any time, by writing to us at Food Friends, PO Box 1207, Whitstable, Kent, CT19RR or by emailing us at hello@food-friends.co.uk. In addition, we will regularly review the information we hold and do not retain information where we deem it no longer necessary. Such information is sensitively and securely destroyed, whether in physical or digital format.
5. Your personal information is held electronically on our IT systems in a safe and secure way. Our staff will occasionally make notes in their notebooks, or ask you to fill in a paper form, but they will then input any relevant data onto our IT system and destroy the paper copy – this is the best way to keep your personal information safe and secure.
6. The data that we collect from you may be transferred to and stored at a destination outside the European Economic Area ("EEA"). It may also be processed by staff

operating outside the EEA who work for us or for one of our suppliers. We will take reasonable steps to ensure that your data is treated securely by any of our suppliers in accordance with this policy.

7. We ensure that all of our staff are aware of and adhere to these rules. If they leave us, they are not permitted to take any of your personal documentation or information with them.

8. In the event of a breach of security leading to the loss or unauthorised disclosure of, or access to, your personal information, we shall promptly assess the risk to your rights and freedoms and if appropriate report this to the appropriate Authorities (more information available [here](#)).