

# Faringdon Family Centre Limited

The Annexe 18 Gravel Walk Faringdon Oxfordshire SN7 7JW  
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## Privacy Policy

### 1. Your personal data – what is it?

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be by the personal data alone or in conjunction with any other personal data. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other local legislation relating to personal data and rights such as the Human Rights Act.

### 2. Faringdon Family Centre Information

This Privacy Policy is provided to you by Faringdon Family Centre which is the data controller for your data.

Faringdon Family Centre TA Faringdon Food Bank  
Annexe  
18 Gravel Walk  
Faringdon  
SN7 7JW

### 3. What personal data is collected?

- Names, titles, numbers in household, dietary requirements and aliases;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by the Food bank
- The data we process may include sensitive personal data or other special categories of data such as racial or ethnic origin, mental and physical health, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning and sex life or sexual orientation.
- Website data - Is activity information (including user behaviour data) collected? e.g.
  - Information from synching with other software or services
  - Interaction with social media (functional and/or marketing) and what information is available?
  - Information about payments
  - Access to social media profiles
  - Demographic information
- Information collected automatically from use of the service? e.g.
  - Device information (nature of device and/ or identifiers)
  - Log information (including IP address)
  - Location information (how is location collected/inferred)
  - Device sensor information
  - Site visited before arriving
  - Browser type and or OS
  - Interaction with email messages
- Information from other sources? (identify the sources) e.g.
  - Referral or recommendation programmes
  - Publicly accessible sources
- Information from cookies or similar technologies (incl. in-app codes) (including whether session or persistent) e.g.
  - Essential login/authentication or navigation
  - Functionality – remember settings

Performance & Analytics – user behaviour  
Advertising/retargeting  
Any third party software served on users  
Other

- Nature of any outbound communications with website users
  - Email
  - Telephone (voice)
  - Telephone (text)

**4. Faringdon Family Centre TA Faringdon Food Bank will comply with data protection law. This says that the personal data we hold about you must be:**

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

**5. We use your personal data for some or all of the following purposes:**

- To deliver services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide some services;
- To contact you by post, email, telephone or using social media (e.g., Facebook, Twitter, WhatsApp);
- To help us to build up a picture of how we are performing;
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions;
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments and generally as necessary to protect individuals from harm or injury;
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our facilities, services,
- To send you communications which you have requested and that may be of interest to you.
- To process relevant financial transactions
- To allow the statistical analysis of data so we can plan the provision of services.

**6. What is the legal basis for processing your personal data?**

Most of your personal data is processed for delivery of our service. We will always take into account your interests and rights. This Privacy Policy sets out your rights and the obligations to you in detail.

We may also process personal data if it is necessary for the performance of a service with you, or to take steps to enter into a service.

Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

**7. Sharing your personal data**

We will implement appropriate security measures to protect your personal data. This section of the Privacy Policy provides information about the third parties with whom we share your personal data. These third parties also have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we will need to share your data with some or all of the following (but only where necessary):

- Our agencies and referrers

## **8. How long do we keep your personal data?**

We will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

## **9. Your rights and your personal data**

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

- (i) ***The right to access personal data we hold on you***
- (ii) ***The right to correct and update the personal data we hold on you***
- (iii) ***The right to have your personal data erased***
- (iv) ***The right to object to processing of your personal data or to restrict it to certain purposes only***
- (v) ***The right to data portability***
- (vi) ***The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained***
- (vii) ***The right to lodge a complaint with the Information Commissioner's Office.***

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## **10. Transfer of Data Abroad**

Your data will not be transferred abroad

## **11. Further processing**

If we wish to use your personal data for a new purpose, not covered by this Privacy Policy, then we will provide you with a Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## **12. Changes to this policy**

We keep this Privacy Policy under regular review and we will place any updates on:

<https://www.faringdon-foodbank.com/>

This policy was last updated in February 2021

## **13. Contact Details**

Please contact us if you have any questions about this Privacy Policy or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:

The Data Controller  
Faringdon Family Centre TA Faringdon Food Bank  
Annexe  
18 Gravel Walk  
Faringdon  
SN7 7JW  
Email: [faringdonfoodbank@gmail.com](mailto:faringdonfoodbank@gmail.com)