

Haven West Berkshire/Newbury Soup Kitchen Privacy Policy

Our contact details

Name: Haven West Berkshire

Address: 1, Hambridge Lane, Newbury, West Berkshire RG14 5TU

Phone Number: 07583 637588

Email: enquire@newburysoupkitchen.org

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Information about your situation which may help us to provide you with support and to meet your personal needs
- In the case of volunteers, contact information, professional experience, and other relevant information to help us run the service effectively

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- As a client or service user who has asked us for specific support or assistance
- As a volunteer or other partner who provides food donations, cooks for us, or helps in other direct ways which may not involve direct client or service user contact
- As a donor of financial support

We use the information that you have given us to:

- In the case of service users to maintain an accurate record of how we relate to you and support your personal needs
- For volunteers to organise rotas and events, as well as to provide you with information about the weekly service sessions and other news which is not made publicly available
- In general, to improve our services and for internal record keeping
- To provide you via email with information which you might be of interest to you

We may share this information with organisations who we partner with to provide support for service users, subject to the Consent Form which lists these organisations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting the CEO or one of the trustees via the contact details listed above.

(b) We have a legal obligation in the case of volunteers to maintain DBS and other relevant information.

(c) We have a vital interest in safeguarding to maintain information which may be required for this purpose.

How we store your personal information

Your information is securely stored in the office at 1, Hambridge Lane, Newbury, in the case of physical materials within a locked cabinet and in the case of electronic materials in IT equipment which is protected with passwords and appropriate electronic security measures.

We keep contact details, DBS files and other relevant personal information for the duration of our relationship in the case of clients, plus an appropriate period afterwards in case it is required by the authorities or as a record of our contacts with you if we deem this reasonable.

For volunteers we will retain DBS records for three years after a volunteer leaves to demonstrate if required our diligence in this process. We will then dispose of your information by physically shredding materials or by deleting data files and emails permanently.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us via the email or phone number above, or by letter to the office address, if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us via the contact details listed above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

14th July 2021