



PRIVACY NOTICE - PANTRY

1. VERSION CONTROL

| Version No | Date | Changes Made | By: | New Version No | Board Approved |
|------------|----------|--------------|-----------|----------------|----------------|
| DRAFT | Aug 2021 | Creation | W.Gomezze | V1 | |
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LinkedIn: <https://www.linkedin.com/company/cookforgood> **Twitter:** @cookforgood_uk

Instagram: cookforgood.uk **Facebook:** cookforgood.uk

2. INTRODUCTION

This Pantry Privacy Notice applies to information we (Cook for Good CIC) collect about individuals who register for Pantry membership. It explains what personal information we collect and how we use it.

If you have any comments or questions about this notice, feel free to contact us;

Our contact details

Name: Cook For Good CIC

E-mail: datacontrol@cookforgood.uk

3. HOW WE COLLECT YOUR DATA

We collect personal data when you make an application to become a member of the Pantry. You may provide information directly to us, for example by completing a form. We may also obtain information from you, for example during a visit to the Pantry.

The following table explains the types of data we collect and the lawful basis, under current data protection legislation, on which this data is processed.

| PURPOSE | DATA (KEY ELEMENTS) | BASIS |
|-----------------------------------|---|---|
| Enquiring about Pantry Membership | Name, address, contact number, email | Legitimate interests – it is necessary for us to read and store your message so that we can respond in the way that you would expect. |
| Registering for Pantry Membership | Name, email, address, contact number, Date of Birth Ethnicity Medical Allergies Any long term health conditions Housing situation Financial situation Employment situation | Legitimate Interest We use information about our customers to plan and undertake the delivery of services i.e., to enable us to shape our food advice and recommendations to best suit our community. To provide additional support / assistance to you Legal obligation to comply with health and safety laws. - where you provide health data to us (e.g. information about your allergies and long term health conditions). We require this information to provide an environment that is, as far as is reasonably practicable, safe and healthy. Legitimate Interest – To measure suitability for membership. To measure |

4. HOW WE USE YOUR DATA

We use information about our customers to plan and undertake the delivery of services.

Some examples of how we use your data are provided below; please note this is not an exhaustive list:

- To manage your membership
- To provide additional support / assistance to you
- To help meet your specific needs
- To ensure that we meet other legal obligations (for example in relation to health and safety)
- To monitor performance and undertake service planning / development
- To compile and analyse statistics (for example customer profiling)

With your permission, we may use your photographs in our publications (for example in our customer newsletter or annual report) or electronically (for example on our website or Facebook page).

Your opportunity to consent to this is on the membership application form

5. HOW WE PROTECT YOUR DATA

We will;

- Ensure that your data is kept safe and secure at all times
- Handle your information responsibly and respect your confidentiality
- Only collect and process data where it is necessary for us to do so
- Securely delete / destroy data when it is no longer required
- Be open with you about how we use your data and who we may share it with
- Respect your privacy rights

6. HOW WE SHARE YOUR DATA

There may be occasions where we share your data. This may happen when:

- A third party provides a service on our behalf (for example a system we use to manage your membership).
- There is a legal requirement to do so (for example to prevent and detect crime, in line with the data protection exemptions provided by regulations).
- We are working in partnership with another organisation (for example a support agency or the Council).
- Where we share your data with our referral partners as part of a referral for services or support. (See Appendix A for a list of referral partners)

In some instances data may be transferred outside of the European Union. In all cases, we will take adequate steps to ensure the security and protection of your personal information.

7. RIGHTS YOU HAVE OVER YOUR DATA

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.

- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us. datacontrol@cookforgood.uk

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

8. MODIFICATIONS

We may modify this Pantry Privacy Notice from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.

9. HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at datacontrol@cookforgood.uk

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>

10. REVIEW RECORD

| Policy: | Pantry Privacy Policy | | Date Created: | Aug 2021 |
|--------------|-----------------------|--------------|---------------|----------|
| Review Date: | Reviewed On: | Reviewed by: | Notes | |
| Nov 21 | | | | |
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11. APPENDIX

12. Appendix A - REFERRAL PARTNERS

No Referral Partners have been agreed yet