



Privacy Notice for Families

Charity No. 1212284

Last updated: September 2026

Who we are

The Okehampton Foodbank provides emergency food support to individuals and families in Okehampton and the surrounding area.

For data protection purposes, **The Okehampton Foodbank is the Data Controller** for personal information we hold about you.

Contact details

The Okehampton Foodbank
The Ockment Centre
31 North Street
Okehampton
EX20 1AR

Telephone: 07585 300537

Email: contact@okehamptonfoodbank.co.uk

What information we collect

We only collect information that we reasonably need to provide and manage Food Bank support.

This may include:

- your name;
- address;
- telephone number and/or email address;
- the number of adults and children in your household;

- dietary requirements and food allergies;
- information provided to us by a referral organisation;
- dates and details of Food Bank support provided; and
- other information where it is necessary for safeguarding or to provide appropriate support.

We aim to collect the minimum amount of personal information necessary.

Where we get your information

We may receive information:

- directly from you; or
 - from an organisation that has referred you to the Food Bank, such as Citizens Advice, a social worker, health visitor, school or another authorised referral organisation.
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Why we use your information

We use your information to:

- provide and manage Food Bank support;
- manage referrals;
- provide appropriate food for your household;
- maintain necessary records;
- contact you about your Food Bank support;
- let you know about important service changes, such as an unexpected closure; and
- meet safeguarding, legal or regulatory responsibilities where necessary.

We do not use the contact details of Food Bank families for fundraising or promotional communications.

Where we need information for statistics or reports, we will use anonymised or aggregated information wherever possible so that individual families cannot be identified.

Our lawful basis for using your information

For most information needed to operate the Food Bank, we rely on our **legitimate interests** in providing and administering an effective emergency food support service.

Where we are required to process information to comply with the law, we may rely on **legal obligation**.

In exceptional circumstances, information may also be processed where necessary to protect someone's **vital interests**, for example in an emergency.

We do not rely on general consent where information is reasonably necessary to administer Food Bank support.

Food allergies and other health information

Information about a food allergy or health condition can be particularly sensitive personal information and receives additional protection under data protection law.

Where we ask to record health or allergy information and rely upon your consent, we will ask for your **explicit consent** to record and use that information for the purpose of providing suitable food.

You can withdraw that consent at any time.

You do not have to provide health or allergy information. However, if you choose not to provide it, we may not be able to take that information into account when providing food.

Contacting you

Providing a telephone number or email address allows us to contact you about important matters relating to the Food Bank.

For example, we may contact you if a Food Bank session has to be unexpectedly cancelled.

We will not use these details to send you fundraising or promotional messages.

Who we share your information with

We do not routinely disclose identifiable information about families to other organisations.

We may share limited information where it is necessary and lawful, for example with:

- an organisation involved in your referral or support, where appropriate;
- safeguarding authorities;
- emergency services or law enforcement where necessary;
- courts, regulators or public authorities where required by law; or
- organisations providing secure IT, email or other services to the Food Bank.

We will only share information that is necessary for the particular purpose.

We do not sell personal information.

How we keep your information safe

We take appropriate steps to protect personal information from loss, misuse, unauthorised access or disclosure.

Access to identifiable information is restricted to THE FOOD BANK COORDINATOR who needS it to carry out their role.

Electronic information is stored using appropriately secured systems and paper records, where required, are kept securely.

The introduction of member cards is intended to reduce the amount of unnecessary personal information retained in paper form.

How long we keep your information

Routine identifiable information relating to Food Bank support is normally securely deleted **32 days after you stop receiving support**.

Information may occasionally need to be retained for longer where there is a legitimate and lawful reason, for example:

- an unresolved safeguarding matter;

- a complaint;
- a legal or regulatory requirement; or
- an ongoing investigation.

Information that has been fully anonymised and can no longer identify you may be retained for statistical and service-planning purposes.

Your data protection rights

Depending on the circumstances, you may have the right to:

- ask what personal information we hold about you and receive a copy;
- ask us to correct inaccurate information;
- ask us to delete your information where applicable;
- ask us to restrict how your information is used;
- object to certain uses of your information; and
- withdraw consent at any time where we rely upon consent.

There is normally no charge for exercising your data protection rights.

Your right to object

Where we rely on **legitimate interests** to use your personal information, you have the right to object to that processing.

We will consider your objection and whether there are compelling legitimate reasons for us to continue processing the information.

To exercise any of your rights, contact:

The Data Protection Lead

The Okehampton Foodbank
The Ockment Centre
31 North Street
Okehampton
EX20 1AR

Email: contact@okehamptonfoodbank.co.uk

Complaints

If you have a concern about how we have used your personal information, please contact us first so that we can investigate it.

You also have the right to complain to the:

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: **0303 123 1113**

Website: **ico.org.uk**

Changes to this Privacy Notice

We will review this Privacy Notice regularly and update it if the way we collect or use personal information changes.

The latest version will be available on the Okehampton Foodbank website and can be accessed by scanning the **QR code on your Food Bank member card**.