

# DATA PROTECTION POLICY

## Introduction

St Albans & District Foodbank CIO is registered with the Information Commissioner as a controller ZA238012 and is governed by the Data Protection Act 2018, the EU General Data Protection Regulation (GDPR) and the Privacy and Electronic Communications Regulations 2003 (PECR).

## Who this policy applies to

St Albans & District Foodbank CIO trustees, employees and volunteers are required to adhere to this policy which is designed to protect the personal data of St Albans & District Foodbank CIO data subjects - our clients, supporters, volunteers, employees and trustees.

Written Data Protection Guidance is provided to help staff and volunteers comply with this policy and relevant data protection legislation.

## Key definitions

Data protection law applies to how we process people's personal information. The key terms that we need to understand are:

**Controller** – St Albans & District Foodbank CIO is a controller as it collects and decides how personal information will be used.

**Principles** – These are the rules that we must follow when processing personal information

**Processing** - This is what we do with personal information. It includes how we collect, record, store, share and use personal information

**Personal information** – This includes personal data and special category personal data

**Personal data** - This is information that can be used to identify a person. Such data can be held in computer systems, mobile devices including laptops, tablets, telephones, or in manual records such in paper files and notebooks. For example, name, address, date of birth, bank account details.

It also includes opinions about a person. For example, notes on how you think someone has behaved, performed or appears

**Special category personal data** – this is information about a person's health, religion, political opinion, trade union membership, race or ethnic origin, sexuality

A **data subject** - this is the person whose personal information is being processed. For example, a supporter, employee, volunteer, trustee or client.

A **privacy notice** – this is a short notice when we collect personal information from people to inform them how their personal information will be used and to look at our privacy policy for more detail.

A **privacy policy** – this is how we inform people about how their personal information will be used. St Albans & District Foodbank CIO privacy policy is provided on our website

**Data processor** – this is an organisation that we use to process personal information on our behalf. For example, a print and mailing contractor.

**Information Commissioner's Office (ICO)** - this is the government body responsible for enforcing data protection law in the UK

### **Data protection principles**

All staff and volunteers are responsible for complying with the principles of data protection legislation which states that personal information must be:

1. Collected and processed in a fair, lawful and transparent way
2. Used only for the reasons it was collected
3. Relevant and not excessive
4. Kept accurate and up to date, and corrected or deleted if there are mistakes
5. Kept for no longer than it is needed
6. Kept safe to protect it from being lost, stolen or used inappropriately
7. Processed in accordance with people's rights

In addition, the GDPR provides rules relating to the transfer of personal data to countries outside of the European Economic Area.

See 'Understanding your responsibilities for data protection' document for guidance on St Albans & District Foodbank CIO's data protection working practices.

### **Data subjects**

St Albans & District Foodbank CIO's data subjects include supporters, employees, volunteers, trustees and beneficiaries.

### **Data processing purposes**

St Albans & District Foodbank needs to process personal information about our different data subjects to:

- Process donations and gift aid claims
- Process legacies and pledges
- Enable supporters to fundraise for us
- Enable supporters to participate in events
- Manage relationships with our supporters
- Provide supporters with information about us and the work that we do
- Manage marketing and communication preferences of our supporters

- Provide support to people who need to use the food bank
- Develop case studies and stories about our beneficiaries to promote and report on the work that we do
- Recruit and employ members of staff and trustees
- Recruit and manage volunteers
- Fulfil our legal and governance obligations as a registered charity and company

### **Legal basis for processing personal information**

St Albans & District Foodbank CIO's legal basis for processing personal information is documented in detail in our 'Record of Processing Activity'. Personal information is processed for our legitimate interests, with consent where appropriate, in order to meet our legal obligations. .

St Albans & District Foodbank CIO may process some personal information based upon our legitimate interests. This is where the processing is required to fulfil our organisational objectives, is not to the detriment of our data subjects, and will not cause them damage or distress. We undertake legitimate interest assessments to balance the rights and interests of our data subjects with that of St Albans & District Foodbank in order to make a judgement as to whether the legitimate interest condition applies to our processing.

### **Responsibilities of staff and volunteers**

St Albans & District Foodbank's Data Protection Lead, who is also the Chief Executive, is required to:

1. Provide compliance advice to staff
2. Ensure that staff receive appropriate data protection training and guidance
3. Ensure that St Albans & District Foodbank's data protection policies and documents are appropriate and up to date
4. Be the focal point for the administration of any subject access requests
5. Deal with data subject rights in relation to erasure, objection, restriction and rectification that staff feel unable to manage themselves
6. Log and assess all personal data breaches
7. Refer data breach assessments to the board of Trustees for a final decision on whether they should be reported to the ICO and where it is agreed that they should be referred, do so within the statutory 72 hour window.
8. Renew and ensure that St Albans & District Foodbank's notification with the ICO is accurate
9. Keep a central register of all organisations that St Albans & District Foodbank shares personal information with
10. Maintain and update the organisation's Records of Processing Activity, Privacy

policy and notices and any associated data protection assessments (e.g., LIAs).

11. Advise staff, trustees and volunteers on the interpretation of this policy and guidelines and to monitor compliance with the policy.

All staff and volunteers are responsible for:

1. Working in compliance with the data protection principles as set out in this policy and St Albans & District Foodbank's 'Data Protection Guidance'
2. Ensuring that any personal information that they provide to St Albans & District Foodbank in connection with their employment, volunteering or other contraction agreement is accurate
3. Informing St Albans & District Foodbank of any changes to any personal information which they have provided, e.g. changes of address
4. Responding to requests to check the accuracy of the personal information held on them and processed by St Albans & District Foodbank.

### **Data subject rights**

St Albans & District Foodbank respects the rights of its data subject including the right to:

- To be informed – we do this by including appropriate privacy notice information when collecting personal information
- Subject access - the right to view their personal information which we hold
- Object and / or withdraw consent - where the processing of personal data could cause them significant damage or distress.
- Rectification - we must correct any inaccurate or incomplete personal information when asked
- Erasure - deletion or the removal of their personal information where there is no compelling reason for its continued processing

See St Albans & District Foodbank's 'Understanding your responsibilities for data protection' for information on how to respond to data subject rights.

### **Data security**

It is the responsibility of all staff, trustees and volunteers authorised to access personal data processed by St Albans & District Foodbank to ensure that data, whether held electronically or manually, is kept securely and not disclosed unlawfully, in accordance with this Policy. Unauthorised disclosure will usually be treated as a disciplinary matter and could be considered as constituting gross misconduct in some cases.

### **Policy awareness**

Data protection awareness will be included as part of induction. Changes to policy on data protection policy or guidance will be circulated to all staff and volunteers. All

staff, trustees and volunteers are expected to be familiar with and comply with the policy at all times.

### **Redress**

Anyone who considers that this policy has not been followed in respect of personal data about themselves should raise the matter with the Data Protection Lead.

### **Status of this policy**

This policy does not form part of the formal contract of employment, but it is a condition of employment that employees will abide by the rules and policies made by St Albans & District Foodbank from time to time.

Compliance is the responsibility of all staff, trustees and volunteers. Any breach of this policy may lead to disciplinary action being taken, or even a criminal prosecution.

Any questions or concerns about the interpretation or operation of this policy should be taken up with the Data Protection Lead.

Approved by the Board of Trustees June 2022 and updated and approved by the Board of Trustees September 2024.

To be reviewed September 2025.