

Guest Privacy Notice

Our promise

Bow Foodbank respects your privacy. We keep your information safe.

How we collect and use your information

When you first register with us, we will ask you some questions.

We will use this information to understand what you need and to give you the best support we can.

What information we collect

We only ask for what we really need, such as:

- Your **name, age, address and contact details**.
- Information about your **family** (like how many children you have).
- Extra information if you need more help (like housing situation, benefits, etc.)

How we use your information

We use your information to:

- Make sure you and your family get the right food.
- Help you find other services that can support you.

When we share your information

We do not sell your information. We only share your information:

- if you ask us to, for example, to get help from another service. We will show you what we plan to share first.
- if we are worried about someone's safety and need to contact safeguarding services, or
- if the law says we must share it.

How long we keep your information

We only keep your information for six years. After six years, we safely delete it.

Anonymous information

Sometimes we share numbers about our work, like how many guests we helped each week. We never include your name or any information that could identify you.

How we protect your information

Your information is typed into a secure system called **PLINTH**.

- **PLINTH** keeps your information safe online.
- Your information is hosted within the EU (at [europe-west3](#)).
- Only the staff and trained volunteers who are helping you can see your information.
- We use passwords and other security measures to protect your information.

Your rights to information

You have the right to:

- See the information we have about you.
- Ask us to correct information that is wrong.
- Ask us to delete your information, where the law allows.

You can read about your individual rights here: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/>

If you'd like to make any requests about your data, please review our full policy for details. You can also talk to a member of staff at the foodbank.

This will not affect your eligibility for services.

Who looks after your information

The data controller is responsible for making sure your information is kept safe and used properly.

The data controllers are the Trustees and Executive Director of Bow Foodbank. You can see who they are on our website.

Changes to this Notice

We review this notice every year.

If we make an important change, we will email you or tell you in person.

Questions

If you have questions, or want changes to your information, please email info@bowfoodbank.org.

Our full Data Protection Confidentiality and Security Policy are available on our website.