



Privacy Notice

This Privacy Notice sets out how The Gate Charity uses and protects any information that you may provide.

The Gate Charity is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

The Gate Charity may change this policy from time to time by updating this page. You can check these pages from time to time to ensure that you are happy with any changes. This policy is effective from Friday 25th May 2018.

What we collect

We may collect the following information:

- Name
- Contact information including email address and phone number
- Demographic information such as address
- Other information relevant to referrals, customers, donators, employees, members, volunteers and/or external/internal services and working partnerships.

What we do with the information we gather

We require this information to understand your needs and to provide you with a better service, and for the following reasons:

- Internal record keeping
- We may use the information to improve our services
- We may periodically send promotional emails about updates or other information which we think you may find interesting by using the email address which you have provided, should you have given us permission to do so.

Security

The Gate Charity is committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information. These procedures are:

- All databases holding personal information is stored on an electronic device and are password protected.
- All hard copies are stored in a locked cabinet in a secure office.
- Foodbank records are stored in a locked filing cabinet.
- No other paper records are stored out with The Gate Admin Office.
- A Privacy Notice is displayed on our Website.
- A Data Protection Employee Policy has been created and signed by each member of staff.
- A Data Asset register is in place and updated regularly.
- We do not store information unless there is a legitimate reason to do so.
- Written consent is provided from every person who provides permission to be photographed or their words used for marketing, funding evaluations or any other purposes previously agreed.

Data Breaches

We have put into place a Data Breach Policy and all breaches will be investigated and reported to the IOS within 74 hours of discovering a breach.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. **You should exercise caution and look at the privacy statement applicable to the website in question.**

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. Identifying data for Foodbank beneficiaries will be kept to a minimum and only used to verify referrals. Individual data on referrals will only be kept for 1 year.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable.

If you would like a copy of the information held on you, please write to us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

Any questions regarding our Private Policy should be directed to the Centre Manager.