

# Privacy Policy

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TeamJVC Community Trust – Carrickfergus Foodbank

ICO Registration Number: ZA306202

## 1. Who We Are

TeamJVC Community Trust ('Carrickfergus Foodbank') is a registered charity and the data controller for the personal data we collect and use. We are responsible for deciding how personal information is held and processed. We are registered with the Information Commissioner's Office (ICO) under the registration number ZA306202.

## 2. Who This Policy Applies To

This policy applies to the personal information of:

- Individuals who use or benefit from our services (e.g. foodbank clients)
- Staff, volunteers, trustees
- Donors, supporters, and members of the public we engage with

## 3. Why We Collect Personal Information

We collect and use personal information to:

- Provide support and services to those in need
- Process donations, Gift Aid, and manage fundraising activities
- Recruit and manage volunteers and employees
- Communicate with supporters and report on our impact
- Meet our legal, safeguarding, and governance obligations

## 4. What Information We Collect

Depending on your relationship with us, we may collect:

- Name, contact details, date of birth
- Health or dietary needs (for support purposes)
- Donation records and communication preferences
- Employment or volunteering details
- Photos or stories (with your consent)

We may also collect special category data, such as information about your health, race, religion, or ethnicity — but only where necessary and with appropriate safeguards.

## **5. Lawful Basis for Processing**

We process personal data under the following lawful bases:

- Consent – where you've given permission (e.g. marketing preferences)
- Legal obligation – to meet legal or regulatory requirements
- Legitimate interests – to manage our services and relationships responsibly
- Contract – where processing is necessary for a contract (e.g. employment)
- Vital interests – for safeguarding or emergency situations

## **6. Who We Share Personal Data With**

We may share personal data with:

- Statutory bodies or referral agencies (e.g. health or social services)
- Regulatory authorities (e.g. HMRC for Gift Aid)
- Third-party service providers (e.g. payroll, IT or communications providers)
- Law enforcement where legally required

We will never sell your information to third parties.

## **7. Your Rights**

Under UK data protection laws, you have the right to:

- Be informed about how we use your data
- Access your personal data
- Rectify inaccurate or incomplete data
- Erase data, where appropriate
- Object to processing (e.g. direct marketing)
- Restrict processing in some circumstances
- Withdraw consent at any time
- Complain to the ICO if you believe your data has been misused

To exercise your rights, please contact our Data Protection Lead (see section 9 below).

## 8. How We Keep Your Data Safe

We take security seriously. Your personal information is stored securely (digitally and physically) and only accessed by authorised personnel. All staff and volunteers are trained in data protection and expected to uphold these standards at all times.

## 9. How to Contact Us or Make a Complaint

If you have any questions, concerns or wish to exercise your data protection rights, please contact:

Data Protection Lead

TeamJVC Community Trust – Carrickfergus Foodbank

 Email: [info@carrickfergus.foobank.org.uk](mailto:info@carrickfergus.foobank.org.uk)

 Phone: 02893 438475

If you are not satisfied with our response, you can contact:

Information Commissioner's Office (ICO)

Website: [www.ico.org.uk](http://www.ico.org.uk)

Helpline: 0303 123 1113

## 10. Policy Updates

We keep this policy under regular review. Any significant changes will be communicated to staff, volunteers, and stakeholders as appropriate.