



## Kirkcaldy Foodbank privacy notice for clients

**What is personal information?** Personal information is any information we (Kirkcaldy Foodbank) hold that is about you.

**What information do we hold about you?** The information we hold about you is:

- Your name and address
- How often you have been to the Foodbank
- Where you came to the Foodbank to get food

If an outside agency referred you to the Foodbank, we will also hold information about who that was.

Very occasionally we will not record your address if there are serious concerns about your safety.

**Where did we get your information from?** We either take note of your personal details when you visit Kirkcaldy Foodbank, or we have them passed on to us by an outside agency that may have referred you to us.

**What will we do with your information?** We record your information in a database. This enables us to keep a record of who is receiving food from us and how often they are receiving it. We will use your information to contact you if we have concerns about you, for example because you have received food many times. Otherwise, we only use your information on an anonymous basis to put together data about Kirkcaldy Foodbank, for example, to work out the number of food parcels we have distributed in a month.

**Will we give your information to anyone else?** We will only give your information to anyone else in 2 specific situations:

- If you ask us to contact another agency for you or to refer you to another agency
- If we have serious safeguarding concerns about you or a child.

In no other situation will we give your information to anyone else.

**How long will we hold your information for?** We will hold your information for approximately 24 months, just to allow us to track Foodbank use over a fixed period of time.

**Can other people see your details via the Kirkcaldy Foodbank website?** Absolutely not. All information about you is held securely in a database that is protected by passwords. It can only be viewed by volunteers of Kirkcaldy Foodbank.

**Can you see the personal information we hold about you?** Yes. You can ask to see this information at any time.

**Can you ask for this personal information to be deleted?** Yes. If you are not happy about your information being held by Kirkcaldy Foodbank, speak to one of our volunteers. We may decide we do not want to delete your personal information as we want to maintain our records of who has received food from us. If we decide not to delete your personal information we will let you know of our decision and the reasons for the decision.