



Sufra NW London

Privacy Policy

Policy Owner:	Deputy Director	To be approved by:	Board of Trustees
Last reviewed by policy owner on:	06/05/2025	Approved on:	04/06/2025
Next Review Date:	May 2027	Review frequency:	Every 2 years

1 About this Policy

This privacy policy relates to personal information that Sufra NW London collects and uses.

Keeping your personal information safe is very important to us at Sufra NW London. Furthermore, we aim to be open and transparent so you know how and why we collect your data for our work. We are committed to complying with privacy and data protection laws.

To ensure high standards around data protection, we have policies, procedures, and training for staff and volunteers in place, so everyone is clear about how to keep our data secure and protected. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. For example, our Data Protection and Privacy Policies are periodically reviewed, and only authorised personnel have security access to user information.

2 How and when we collect personal information

We may collect your personal information from you when an individual:

- Contacts us
- Fundraises for us or donate to us (food, money or other resources)

- Engages in any of our services (for example attending the food bank, community kitchen, receiving advice, attending activities in our community garden)
- Participates in a survey, feedback form or research
- Work or make an application to work or volunteer with us
- Sign up to our communications (for example our newsletters or text updates)
- Provides a service to us or works as a consultant with us

We may also collect personal information about you from other organisations. For example, this might be from a referral agency.

3 The personal information that we collect

We only collect personal information that we genuinely need to carry out our work.

This may include:

- Contact details such as name, address, email address, and phone numbers
- Date of birth
- Gender
- Ethnicity
- Any information that you give us relating to your circumstances and why you used a food bank – for example your preferences
- Health issues, dietary and accessibility needs
- Faith
- Language
- Information about any convictions or criminal record to allow us to risk assess
- Information that you provide when you donate food
- Information you provide when you correspond with us
- Financial information that you provide to us
- Information provided to us in job and volunteer applications

4 Our legal basis for processing personal information

Our legal basis for processing personal information is usually for our legitimate interests, if we have your consent, for the performance of a contract or to meet our legal obligations (for example to meet employment or charity laws).

In extreme situations, we may share your personal details if we believe someone's life is at risk.

5 Why we collect personal information

We collect and use personal information about people who use our services, people who support or donate to our work, job applicants, and volunteers for a number of reasons. We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping and so we can report our work to funders and donors.
- We may use the information to improve our products and services.
- We use your information to support the operation of our services
- We may periodically send promotional emails about our activities new or other information which we think you may find interesting – you can opt out of these at any time.
- We may use your information to develop relationships with our supporters
- To process donations or expenses
- To increase our knowledge of local issues and to raise awareness about these issues in order to bring about positive change
- For employee and volunteer recruitment and management
- To respond to complaints
- To undertake safeguarding activities (such as DBS checks)
- For governance reasons
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, mail. We may use the information to customise the website according to your interests.

6 Sharing personal information

We will share your personal information where we need to, where someone's life is at risk or we are required to do so by law. Where required, we will process personal information to comply with our legal obligations.

We may share your personal information with third-party organisations (for example, with our referral partners, software engineers, IT support, our website administrator, or a printing supplier). We select these organisations carefully and put in place data processing agreements which require that they comply with data protection legislation.

When we are being assessed, third parties such as the Advice Quality Standard Assessors or Trusted Charity Assessors will from time to time require access to client records and key documentation to assess the quality of our services. You have the right to opt out from having your file included in this process.

We may use your data to develop reports to demonstrate the impact of our work. In this circumstance, data will be anonymised unless consent has explicitly been granted to share detailed information about personal data.

7 International transfers of personal data

If we ever need to transfer data to a third party outside of the UK, we will take appropriate measures to ensure your personal data remains protected.

8 How long we keep your personal information

We will hold your personal information only for as long as is necessary. We will not retain your personal information if it is no longer required. In some circumstances, we may legally be required to retain your personal information, for example for finance, employment, or audit purposes.

A summary of our retention periods is available below.

Types of data	Legal basis	Retention period
Data on staff and consultants	Contract	6 years after termination
Data on volunteers	Legitimate interest	2 years after termination
Data on trustees	Legitimate interest	1 year after termination
Data on service users / guests	Legitimate interest	6 years
Course participants	Legitimate interest	1 year after course
Newsletter recipients	Consent	Until unsubscribed

9 Cookies and aggregate information collected from our website

A cookie is a small file which asks permission to be placed on your computer's hard drive.

Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

10 Your rights

Under the Data Protection Act 1998 and the General Data Protection Regulations you have certain rights about the personal information we hold about you:

- You have the right to receive copies of the information we hold on you.
- If you are a guest of our services you have a right to object or restrict the personal information we hold.
- You have a right to object to processing that is likely to cause, or is causing you damage or distress.
- You have a right to prevent processing for direct marketing.
- You have a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed.
- You have a right to claim compensation for damages caused by a breach of data protection legislation.

11 Data Requests

We will securely retain your information for as long as is reasonably necessary and in accordance with GDPR law. If you wish to submit a request that your data be deleted, please write to us at 160 Pitfield Way, Stonebridge, NW10 0PW; or via email to admin@sufra-nwlondon.org.uk. You have the right to receive a copy of the personal information that we hold about you.

If you have any queries relating to how Sufra has processed your personal information you can contact us at admin@sufra-nwlondon.org.uk

If you are unhappy with our response to your enquiry about how we have processed your personal information, you have the right to lodge a complaint with the Office of the Information Commissioner.

12 Information Commissioner's Office

If you would like more information about the Data Protection Act and the General Data Protection Regulations you can contact the Information Commissioner's Officer at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

Website: <https://ico.org.uk/>

Sufra NW London will review and may update this policy from time to time. You should check this page periodically to ensure that you are aware of any changes. This policy was last refreshed in May 2025.