

Privacy Statement

Community Larder Membership

What type of information we have

We currently collect and process the following information on a mandatory basis for members of our Community Larder:

- Your name
- Date of Birth
- Email Address,
- Contact phone number.
- Your address and post code.
- Financial information and bank details.

We also collect and process the following information on an optional basis for our members:

- Your ethnicity
- Your gender
- The number of people in your household
- Your employment status
- Whether you are in receipt of state benefits
- Where you heard about the Community Larder

How we get your information

The personal information we process is provided directly by you when you complete the details on Salesforce, a customer relationship management system designed for SOFEA. If you require support in entering your details, a volunteer or member of staff from the local organisation who run the Community Larder in your area may help you.

Referral partners may also provide us with your information, providing that you have given them your explicit consent to do so. Members of Community Larders may be referred to us by local councils, schools and other not-for-profit organisations.

Why we collect the mandatory information

SOFEA collects your name, date of birth, email address and contact number so that you can be contacted in the event of a product recall or in the event that our terms and conditions change. Under the General Data Protection Regulation (GDPR) and Data Protection Act 2018, the lawful basis we rely on for processing this information is that we that either:

- We have a vital interest (e.g. if food is recalled by the supplier due to contamination, we need to let our members know ASAP);
- We have a legitimate interest to let you know the terms and conditions have changed.
- Have your consent for us to use your data statistical purposes.

We collect your financial details and your date of birth so that we can fulfil our obligations to you as part of the contract of your membership. We process these details securely using our accounting software.

We must collect all the mandatory information and without it, we cannot issue you with membership or access to the food and other services.

Why we collect the optional information

SOFEA collects information relating to your ethnicity, your gender, number of people in your household, employment status and if you are in receipt of benefits. This helps with our monitoring and impact evaluation. Using your data for statistical purposes allows us to ensure that we can maximise our impact in the local community. The lawful basis that we rely on for processing this information is your consent.

SOFEA also uses your information to send you relevant information via our monthly newsletter, providing that you give us your consent to do so.

How we store your information

We do not collect or store your information on paper. Your information is stored electronically with Salesforce. For more information on how they store your information please contact the Data Protection Officer, see details below. Your financial information is automatically uploaded from Salesforce and onto our accounting software.

If you decide to leave the membership scheme and request that we delete all records of your membership, we immediately dispose of your electronic information by deleting it from Salesforce. A backup of your personal data will be kept on Salesforce for up to 30 days. We will keep a copy of the financial transactions which have paid for your membership for up to 5 years.

If you decide to leave the membership scheme but do not request that we delete all records of your membership, we will keep your data for cancellation analysis and anonymised statistical purposes.

We may contact you during this time to provide us with constructive feedback so that we can improve the service.

Who else we share your information with

The Larder Partners who operate your local Community Larder will also have access to the information you have provided us with in order to operate the Larder. Either SOFEA or the Larder Partner will use the contact details you have provided in order to inform

you of anything that affects the operation of the Larder and the provision of SOFEA's contractual obligation to its members. For instance, you may be contacted by SOFEA or a Larder Partner if there is an unforeseen closure, there has been a product recall or there has been a medical incident that needs to be communicated to members.

The Larder Partners may also contact you about additional services that they provide and other marketing information, providing that they have their own privacy policies in place and have your explicit consent to do so. SOFEA will not share your personal information for this purpose, unless you have given the Larder Partners your explicit consent to do so, and SOFEA has received proof of this.

If you have been referred to us by another organisation, we may be required to pass over relevant information to them from time to time, e.g., for Safeguarding purposes. Referral partners are likely to collect and process information about you for their own purposes. Many referral partners subsidise memberships for a period. In situations such as these, SOFEA will contact you towards the end of this period to see if we can continue your membership thereafter.

SOFEA may also use your data for cancellation analysis. We also use anonymised data for statistical purpose to help with our monitoring and impact evaluation. This allows us to ensure that we can maximise our impact in the local community.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.



You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@sofea.uk.com, on 01235 510774 or at 1E Trident Business, Didcot, Oxon, OX11 7HJ, if you wish to make a request.

Our Contact Details

Data Protection Officer: Helen Calkin
Address: 1E Trident Business Park, Didcot, Oxon, OX11 7HJ
Phone Number: 01235 510774
E-mail: info@sofea.uk.com

How to complain

If you wish to complain about how your data is being collected, stored or processed, please contact our Data Protection Officer, Helen Calkin on the contact details provided. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113