



# PRIVACY NOTICE (for Service Users)

## INTRODUCTION

Empty Kitchens Full Hearts is committed to protecting your privacy and security. We take the protection of your data seriously and are committed to complying with the General Data Protection Regulations (GDPR). This Privacy Notice explains how we collect, store, and use the personal information of individuals who access our services.

## WHAT INFORMATION DO WE COLLECT FROM THOSE USING OUR SERVICE?

The personal data we collect includes:

- **Identification:** name, address, telephone number, email address.
- **Demographic information:** age range, gender.
- **Household information:** number of members in the household, ages of dependent children, any relevant dietary requirements.
- **Sensitive Personal Information:** ethnicity, health, employment, experience of care and justice systems.
- **Referral information:** source of referral (e.g., social worker, GP), reason for referral (e.g., financial hardship, unemployment).
- **Delivery information:** access or mobility concerns.
- **Impact data:** information about the effectiveness of our services (e.g. changes in food security or well-being) may be collected anonymously or with explicit consent.

Sensitive Personal Information is provided on a voluntary basis and we will make this clear to you during our first call. We understand that you may not wish to provide such information. Declining to do so does not prevent the accessing of our services.

We seek your explicit consent to record and store this information.

## WHY DO WE COLLECT THIS DATA?

We collect personal data for the following legitimate purposes:

- **To provide emergency food assistance:** we need your contact information to arrange deliveries and ensure you receive the support you need.
- **To measure the impact of our services:** we track anonymized data to demonstrate the positive impact of our work and secure funding for future operations.
- **To identify other support services:** we work with other organisations that may be able to help you. We will not share your personal details with them without your explicit consent
- **To communicate with you:** we will contact you periodically as part of our ongoing support and to keep you informed about our service. Contact will be via a call, SMS or letter delivered with your pack.

## THE LEGAL BASIS FOR COLLECTING THIS DATA?

We rely on the following legal bases for processing your personal data:

- **Consent:** we will always ask for your explicit consent before collecting any sensitive personal data (e.g., health information).

## HOW DO WE STORE THIS DATA?

All personal data is stored securely, in compliance with UK and EU data protection regulations. We have implemented appropriate technical and organisational measures to protect your data from unauthorised access, disclosure, alteration, or destruction.

## HOW DO WE SHARE YOUR INFORMATION?

We do not sell, rent or share the information you share with us.

## HOW LONG DO WE KEEP YOUR DATA?

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected. This typically means:

- **Identification, contact and referral information:** retained for three months following cancellation of our service by either party.
- **Delivery information:** retained for one month following your last food delivery.
- **Impact data:** anonymized or aggregated data is retained for impact measurement, funding, reference and research purposes.

## YOUR DATA RIGHTS

Under the GDPR, you have a number of rights in relation to your personal data. These include the right to:

- **Access your data:** you can request a copy of the personal data we hold about you.
- **Rectify your data:** you can request us to correct any inaccurate or incomplete data we hold about you.
- **Erase your data:** you can request us to delete your personal data in certain circumstances.
- **Restrict processing:** you can request us to limit the way we process your personal data.
- **Object to processing:** you can object to us processing your personal data for certain purposes.
- **Data portability:** you can request us to transfer your personal data to another organisation.
- Rights in relation to automated decision making and profiling. Please note we never use personal data for automated decision making or profiling.

Empty Kitchens Full Hearts is registered with the Information Commissioner's Office. You can read more about your rights, including your right to complain [here](#) if you are unhappy with us.

The Information Commissioner's contact details:

<https://ico.org.uk/global/contact-us/>

If you want to see the data we hold on you then please contact us – details are below. We'll provide this information in line with GDPR requirements.

If you tell us that the data we hold on you isn't correct, we'll take steps to address this as soon as we can practically do so.

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 using the contact details below if you wish to make a request.

## TRANSPARENCY & COMMUNICATION

We are committed to being transparent about the way we handle your personal data. We will regularly review this policy and update it as necessary. We will also communicate any significant changes to this policy to you.

## COMPLAINTS

If you have any concerns about how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK data protection regulator.

## ABOUT US

If you have any questions about this policy, please contact our Data Protection Officer.

By law, Empty Kitchens must have a named **Data Protection Officer** (DPO).

Our DPO is Martin Clarke.

These are his contact details:

- [martin.clarke@emptykitchens.co.uk](mailto:martin.clarke@emptykitchens.co.uk)
- 07918 121606

If you would like more information or have any questions about this Privacy Notice, please contact us at:

- Email: [hello@emptykitchens.co.uk](mailto:hello@emptykitchens.co.uk)
- Tel: 07918 121606
- Address: Empty Kitchens Full Hearts. 3-11 West Granton Road, Edinburgh. EH5 1HG. Charity No. SC051638

## CHANGES TO THIS PRIVACY NOTICE

This Notice and associated Policies & Practices are subject to regular review. If we make any significant changes, we will notify you, if a Member or subscriber, by email, or through a prominent notice on our website.

**This Notice is reviewed on an ongoing basis.**