



## Privacy Policy

Last Updated: 07 Apr 25

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### Policy Scope

FEAST With Us (hereby known as FEAST) promises to respect any personal data provided, keep it secure and respect your wishes. We aim to be clear when we collect your data and will not do anything you would not expect us to do with your personal information.

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### Contact Details

Name: FEAST With Us

Registered Address: 2A, The Quadrant, Epsom, KT17 4RH (Love Your Accountants)

Phone Number: 020 7871 0094

E-mail: [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk)

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

Date of privacy policy: 03/04/23 (last updated on 07/04/25).

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### Personal Information Collected

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details).
- Information you provide to us by filling in forms hosted by FEAST includes:
  - Full name, email address, phone number, postal address, company details, bank or credit/debit card details, social media handles, a Gift Aid declaration, allergen

information, dietary requirements, mode of transport, and emergency contact details of next of kin.

- Records of your correspondence with FEAST.
- Publicly available information.
- Photographs, images, films taken at FEAST events and volunteering sessions of volunteers, FEAST staff and partner staff, and public. We will only post identifying images with a person's explicit consent and will not name individuals/place of work without prior consent.

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### How We Collect Information & Why

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Signing up to the FEAST e-newsletter.
- Signing up as a volunteer.
- Donating to FEAST.
- General correspondence.
- Attending a FEAST event.
- Interacting via social media.

We also receive personal information indirectly, from the following sources in the following scenarios:

- With your consent we are provided with your information from independent third parties e.g. fundraising and donation sites such as Donorbox, JustGiving, Local Giving and PayPal, volunteering platforms such as Do-it and JVN.
- We use the information that you have given us in different ways depending on why you have provided it to us. We collect this information so we can:
  - Process and support your donation/fundraising efforts.
  - Process Gift Aid.
  - Provide you with information you asked for.
  - Keep a record of your relationship with us.
  - Understand how to improve our services.

We may use your data for Direct Marketing, but will never contact you for marketing purposes via email if we do not have your consent:

- We will use the details provided to us to communicate our work with you and how you are helping prevent malnutrition, reducing food waste and encouraging community cohesion. We may also include information on how to donate/donate again.

- Our Direct Marketing will include information on how you can opt-out of hearing from us. If you do not want to hear from us when you provide information to us contact [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk).
- We may contact you by post if we believe we have a legitimate interest in doing so. If we contact you by post and you no longer wish to hear from us, you can email us at [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk).
- If you subscribe to the FEAST With Us e-newsletter you are granting us the right to use the provided email as a means of communicating Direct Marketing.
- In the rare case we may share this information with other parties, we will never do so knowing they will use it for their own marketing purposes, instead we do so because:
  - We have your written consent.
  - It is a requirement to process Gift Aid via HMRC.
  - A third party is providing a service to us e.g. hosting a fundraising meal that you are attending, organising a challenge event such as the London Marathon.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You can remove your consent at any time. You can do this by contacting [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk)
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

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### How We Store Personal Information

Your information is securely stored on our password protected and encrypted database system, and CRM software Beacon. We will then dispose your information in a secure manner when it is no longer needed, or you have asked us to stop processing your information (bar the use of information for recording donation history)

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### 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 personal 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 personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal 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@feastwithus.org.uk](mailto:info@feastwithus.org.uk) if you wish to make a request.

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### How To Make A Complaint

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk).

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

ICO website: <https://www.ico.org.uk>.

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### **Contacting Us**

If you have any questions about this policy or our use of cookies, please contact us at [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk).

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Reviewed and approved on 8 April 2025 by Caroline Monkhouse Flower, CEO, and Helen Burgess, Chair of the Board of Trustees, on behalf of the board.

Signed by:



Helen Burgess  
Chair of the Board of Trustees

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FEAST With Us, Registered Charity in England and Wales  
Charity Number: 1172884  
Address: 2A, The Quadrant, Epsom, KT17 4RH