



EUROPEAN FOOD BANKS FEDERATION

PRIVACY POLICY

Our commitment to protecting your privacy is paramount at FEBA. This notice sets out when and why we collect personal information, how we use it and how we keep it secure. If you have any queries about this notice please contact us at info@eurofoodbank.org or call +32(0)25 38 94 50.

How do we collect your data

Data we collect directly from you

You provide this data in a variety of ways including when you:

- Apply for a job
- Sign up to receive our newsletters
- Support us through a donation
- Take part in one of our events (in person or online)
- Submit a query, give us feedback, or make a complaint
- Express interest in working with us to receive or provide surplus food to our members
- Enter into a contract or agreement with us
- Have your photograph/video taken
- Supply a case study

Data we collect indirectly from you

We collect data indirectly from you where you interact with one of our third-party partners (e.g. external experts and consultants).

Types of data we collect about you

Personal Data we collect about you:

- First name and last name
- Address
- Email address
- Job position and organization
- Mobile and home phone number
- Place and date of birth
- ID card/passport



- Where you volunteer for us or apply for a job with us, information necessary for us to process these applications and assess your suitability, which may include your education and career, and any unspent criminal convictions
- Bank account details only regarding donations processes

How do we use your personal data

FEBA uses the collected data for the following purposes:

- Relationship management: to keep a record of our interactions with FEBA members and external contacts to better manage our relationship.
- Events management to subscribers to better manage the flows of communication, before and after the event (in person or online).
- Marketing communications: to provide information about our activities, campaigns, fundraising appeals, volunteering or events.
- Donations: to process donations we may receive from you.
- Fundraising: to fundraise in a manner that you would reasonably expect.
- Record keeping: including enquiries, feedbacks or complaints.
- Recruitment: processing your job or volunteer application in order to evaluate your suitability and to respond to you.
- Photos and case studies: where you have consented, using your image or other types of Personal Data in our communication materials and campaigns, and similar publications such as annual reports or newsletter's articles.
- Surveys: to invite you to participate in surveys on different topic of Food Banks' interest.

Legal basis for processing personal data under GDPR

FEBA's legal basis for collecting and using the personal information described in this privacy notice depends on the Personal Data we collect and the specific context in which we collect it.

FEBA may process your Personal Data because:

- We need to establish a relationship with you, whether you are a FEBA Full or Associate Members, a company, a foundation, a public institution, etc.
- You have given us consent to do so (e.g. for the use of your image in photos or videos, for sending you our newsletters)
- The processing is in our legitimate interests and it is not overridden by your rights. This includes:



- Recruiting for staff and volunteers
- To process your contact details
- Where you are a FEBA Full or Associate member or an external contact, to send you communications in relation to our activities
- To arrange and organize events

Retention of data

FEBA will retain your Personal Data only for as long as it is necessary for the purposes set out in this privacy notice. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Personal data that no longer serves a purpose is securely disposed of or made anonymous so that you are no longer identifiable from it.

Disclosure of data

We do not sell or trade your personal data to outside third parties. Your personal data however may be shared in the following circumstances:

- To third parties and suppliers chosen by FEBA to support the activity of the organization (e.g. virtual platform providers, external agencies and consultants, online tools to send out the newsletter etc.).
- To our partners, where you have provided consent for your photo or videos to be used for necessary and verified purposes.

Security of data

The security of your data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use our best efforts and commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Your rights

You have the following rights in relation to the Personal Data FEBA holds:



- The right to be informed: you have the right to be informed about how we collect and use your Personal Data. In particular we will be fully transparent about this in any policies and communications we provide you that involves your Personal Data.
- The right to access: you have the right to request a copy of any of the Personal Data that we hold on you.
- The right to rectification: we will ensure that all Personal Data we hold on you is accurate and up to date, and you have a right to have any inaccuracies rectified.
- The right to erasure: also known as the “right to be forgotten” allows you to request that Personal Data we hold on you is erased.
- The right to restrict processing: you have the right to request the restriction or suppression of your Personal Data if there is disagreement about its accuracy.
- The right to object: you have the right to object to the processing of your Personal Data, where this is based on legitimate interest, or if it is being used for direct marketing, or if we are using it for research purposes.
- The right to data portability: this allows you to obtain and reuse your Personal Data for your own purpose across different services, for example to request that we transmit your data directly to another controller in a structured, commonly used and machine-readable format.

Please be aware that we may ask you to verify your identity before responding to such requests. We will respond fully to your request within one month of receipt, unless we require further clarification, in which case we will notify you of this without undue delay.

Please note that you are always able to easily opt-out of any of our communications (e.g. newsletter) at any time by replying to any communications you receive from us requesting to unsubscribe.

Social Media

The data we are given access to by social media services will vary but will always be in line with the Terms of that particular service (e.g. Facebook, Twitter etc.). We will not be able to access your private messages or photos and it will include only what you specifically send to us. Social media channels used by FEBA are: Facebook, Instagram, LinkedIn, Twitter and YouTube. Please refer to their respective privacy policies and terms of conditions.