



# Privacy Policy

## Use of private information policy (GDPR)

Last updated: December 2022

### Summary:

We respect the EU's **General Data Protection Regulations (GDPR)** and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text. We've no desire to trick you into agreeing to something you might later regret.

### Our policy covers

1. [Why we value your privacy](#)
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### Why we value your privacy

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our customers. We'll never use your personal information for any reason other than why you gave it, and we'll never give anyone access to it unless we're forced to by law.



## How we collect information

We ask for contact information including your name, email address, and phone number, on our website so that we can reply to your inquiry.

To help support our service users we ask for personal information, when arriving at the centre this includes; name, address, date of birth, health history, accommodation status, employment status and welfare support status.

We collect your email address when you sign up for one of our newsletters.

We ask for your contact information when you ask to volunteer or take part in our corporate days.

Our websites use cookies or scripts that were designed to track the websites you visit.

A cookie is a small file of letters and numbers that is downloaded onto your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>.

## What information we hold

- For service users we collect information on name, address, date of birth, health history, accommodation status, employment status and welfare support status.
- When you contact us by email or through our website, we collect your name, email address, phone number, a social media username, and the company you work for, if you've given us that.
- If you sign up for a newsletter, we only collect your email address and name.
- When you donate to us, we collect your name and email address.
  
- If you take part in a corporate day with us, we also collect your business name and bank



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95b Meeting House Lane, London, England, SE15 2TU  
Company number 14516375

details and keep records of the invoices we send you and the payments you make.

### **Where we store your information**

When you contact us by email or through our website, we store your information in google drive our Customer Relationship Management (CRM) software. If you sign up for a newsletter, we store your email address in Mailchimp, which is the marketing platform we prefer.

### **What we use your information for**

We occasionally use your contact information to send you details of our programmes and fundraising drives. When we do, you have the option to unsubscribe from these communications and we won't send them to you again. We might also email or phone you about our products and services, but if you tell us not to, we won't get in touch again. We will use your information to send you invoices, statements, or reminders.

### **Who's responsible for your information at our company**

Our Founders are responsible for the security of your information. You can contact them by email at [brixtonsoupkitchen@gmail.com](mailto:brixtonsoupkitchen@gmail.com) or by phone on 07538 419514 if you have any concerns about the information we store.

### **Who has access to information about you**

When we store information in our own systems, only the people who need it have access. Our management team has access to everything you've provided, but individual employees have access to only what they need to do their job.

### **The steps we take to keep your information private**

Where we store your information in third-party services, we restrict access only to people who need it.

### **How to complain**

We take complaints very seriously. If you've any reason to complain about the ways we handle your privacy, please contact us by email at [peckhamsoupkitchen@gmail.com](mailto:peckhamsoupkitchen@gmail.com) or by phone on 07424 710 331.

Alternatively send your letter to **PECKHAM SOUP KITCHEN CIC, 95b Meeting House Lane,**



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Company number 14516375

**London, England, SE15 2TU**

### **Changes to the policy**

If we change the contents of this policy, those changes will become effective the moment we publish them on our website.