

Food Matters Privacy Policy

About us

Food Matters Foundation is a national food policy and advocacy Charitable Incorporated Organisation (Charity). We encourage and support change towards sustainable, fair food systems. To support this change, Food Matters uses innovative and participatory approaches to establish healthy, sustainable, fair food as the norm. Our work centres around three types of activity: Research, Training & Evaluation, and Facilitation.

We fully respect your right to privacy when using our services. Here you will find details of our privacy practices and what we do to maintain your right to privacy.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Manager. Our Data Protection Manager is our Data Protection Point of Contact and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Point of Contact you can do so using the contact details noted below.

What information do we collect about you?

We collect information about you and your organisation:

1. When you contact us by email, telephone, post, or social media (for example when you have a query about our project work or other services)
2. We collect the information we ask from you, that you give us and consent to it being processed for delivering our project work including evaluation and monitoring
3. you request a quote from us in respect of the services we provide

How will we use the information we collect?

We process your information for the purpose of providing you with services from Food Matters. This includes some or all of the following:

- Managing an enquiries you have submitted to us
- Conducting data and statistical analysis to monitor performance of our projects and collaborative projects, and for project evaluations.
- We may also disclose the information to a third party (only organisations that we are working in partnership with to deliver a specific piece of work or project) where we have an obligation to do so.

How do we look after your information?

The information we collect about you and your organisation is stored securely, electronically on a secure cloud based server or paper based in locked filing cabinets. Our website is hosted on a secure server by a third party in the UK.

The principles of the General Data Protection Regulation (GDPR) require us to make sure your data is accurate, kept up-to-date and that we keep it for no longer than is necessary. To meet these requirements:

- we will update your data or remove it from our files at your request
- Where appropriate if you have opted in to get updates from us, any information we send you will include details to let you unsubscribe
- we will perform data audits every 12 months and remove data that is inaccurate, out of date, or no longer required.

Website and social media platforms

We outline here, usage of your data, cookie use and third-party disclosure on the website, foodmatters.org which is hosted at ihelm-enterprises.co.uk

By visiting foodmatters.org you don't disclose any personal data to Food Matters. The only time you do disclose information is when you actively fill out our contact form or when buying a product using Paypal in which case you disclose information to them.

Website log files

Using our website will generate log files of your activity. These files do not capture personal information but do capture the user's IP address. These log reports are stored on a password protected interface. Our webhost (Ihelm Enterprises Ltd) use Webalizer, Awstats and Analog to analyse these files to monitor website usage and evaluate the effectiveness of our website. This information is not personally identifiable.

We make no attempt to identify individual users of this website, unless we suspect that unauthorised access to our systems is being attempted. We reserve the right to attempt to identify and track any individual who is reasonably suspected of trying to gain unauthorised access to computer systems or resources operating as part of Food Matters web services. As a condition of using this site, all users give permission for Food Matters to use its access logs to attempt to track users who are reasonably suspected of gaining, or attempting to gain, unauthorised access.

Cookies

We use cookies for the site to enable us to gather statistics regarding usage to improve, develop, meet future needs and provide more personalised services to you, both on this website and through other media. This website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device.

External Links

Although this website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. Neither this website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

Food Matters' website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Third Party Disclosure

We do not disclose any information to third parties.

Your rights

Under the General Data Protection Regulation (effective from 25 May 2018), there are a number of new rights relating to Data Protection:

You have the following rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

You can find more information about these rights on the Information Commissioner's website

Access to your information, changes, and complaints

To request a copy of the information that we hold about you, correct any information that is inaccurate, unsubscribe from our services, or withdraw your consent, you can [contact us](#) or write to us at:

Food Matters

Brighthelm Centre
North Road
Brighton
BN1 1YD

For enquiries about Food Matters (the Data Controller) data protection practices, you can contact Victoria Williams, Food Matters Director (and Data Protection Officer) by email victoria@foodmatters.org or by phone on 01273 431707.

Should you wish to make a complaint about Food Matters' collection or use of data, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals is the [Information Commissioner's Office](#).

Last updated 3rd October 2018.