

## **Free My Meal Privacy and Data Protection Policy - Updated 3<sup>rd</sup> February 2022**

We take your right to privacy very seriously and so before you use the Free My Meal service, please take a few moments to read how we collect and use your data. We are committed to safeguarding your privacy online. We will only collect, store, and use your personal information for specific purposes.

### **Who we are**

Our website site is [www.freemy meal.co.uk](http://www.freemy meal.co.uk) and we are called Free My Meal. We are an unincorporated, non-profit charitable organisation. We are currently in the process of applying to become a registered charity.

### **Why we need your data**

You may give us information about yourself when donating, joining, or requesting food on our site or by corresponding with us by phone, email or direct messaging services on social media. This includes information you provide when you use our website, and when you report a problem with our website. The information you give us may include your name, someone else's name, address, email address and phone number, and other personal details. You have consented to provide this information to us but can withdraw your consent at any time by getting in touch with us at [office@freemy meal.co.uk](mailto:office@freemy meal.co.uk).

- **We do not collect** sensitive information such as any medical details, unless related to dietary requirements or allergies.
- **We store** your personal information carefully.

### **When you register at our website for our services**

- We do ask for some information regarding your financial status and the reason that you are asking for help only if you are requesting help using the website.
- We may ask for information such as your name, e-mail address, postal address, or personal details.
- We use your data to make the connection between cooks and recipients.
- Share only a postal address or What3Words location that you provide with 'COOKS' and partner organisations who deliver food to your doorstep or pick up point.
- Produce testimonials, but only with your explicit consent for each testimonial copy.
- We may use your information to contact you about our service and goods and services that we believe that you may be interested in.
- If you contact Free My Meal by telephone we may record data from the conversation and use that call for future training or business purposes. This includes, without limitation, use for the purpose of dispute resolution and/or complaints management.
- We do not share your information with anyone unless we are required to do so by law.
- We do not sell your information to anyone.

All the personal data we process is located on servers within the European Union.

### **Card payments**

We use secure payment gateways when you donate money via our website or Twitter account donations link. When you pay through the website or through the Twitter account donations link, we do not see your card details, or store these. All procedures are PCI compliant.

## What we may collect

We may collect and process the following data about you

- Information you submit to us on our website at any time
- A record of any correspondence between you and us
- Details of your visits to our website and the resources you use

## Use of cookies

The Website uses “cookies” to help you personalise your online experience. A cookie is a text file that is placed by us or our web hosting company on your hard drive by a web page server. Our cookies do not run programs or deliver viruses to your computer. Cookies are uniquely assigned to your computer, and can only be read by a web server in the domain that issued the cookie to your computer.

One of the primary purposes of cookies is to provide a convenient feature to save you time. The cookie tells the server that you have returned to a specific page. For example, if you personalise the Website pages, or register with the Website, a cookie helps the Website recall your specific information on subsequent visits. This simplifies the process of recording your Personal Information, such as your billing address or site preferences. When you return to the same Website, the information you previously provided can be retrieved, so you can easily use the Website features that you customised.

We may place the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of our Website or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way our Website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to the Website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

## How to reject cookies

If you do not want to receive cookies, you can usually choose to opt-out by modifying your browser settings to decline them. If you choose to decline cookies, you may not be able to access all or parts of, or to fully experience the interactive features of, Free My Meal services or web pages you visit.

## Where we store your data

By giving us your personal data when donating or to allow us to provide services to you, we will do what we reasonably can to keep your data secure.

Although we try to provide protection, we cannot guarantee complete security for your data, and you take the risk that any sending of that data turns out to be not secure despite our reasonable efforts.

## **Disclosing your information**

We are allowed to disclose your information in the following cases

- If we want to sell our non-profit charitable organisation, we can disclose it to the potential buyer
- If we are wound up and transferred to another organisation in accordance with Companies House regulations for an Unincorporated, non-profit charitable organisation
- We can disclose it if we have a legal obligation to do so, or in order to protect other people's property, safety or rights
- We can exchange information with others to protect against fraud or credit risks.

## **Links to other sites**

Please note that our terms and conditions and our policies will not apply to other websites that you get to via a link from our site. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept responsibility or liability for these policies. Please check these policies before submitting any data to these websites.

## **Social Media Terms of Use**

Free My Meal maintains publicly facing pages on social media sites and social networking sites. By posting any content related directly or indirectly to those pages on any Social Media Sites on the internet, you accept, without limitation or qualification, these terms.

These are the simple 'Rules' which we publish online for all users of our private social media Free My Meal 'groups': (Please see

- Guides - These MUST be read by all members
  - In the 'Guides' on the group there is a lot of information about safeguarding, food preparation hygiene and how to use the group effectively. Every member, whether cook or recipient must read them. Anyone found in breach of our rules is permanently removed from all of our groups. We reserve the right to pass on personal information in the event of any legal issues. Please see [www.freemy meal.co.uk](http://www.freemy meal.co.uk) for full T&Cs and Privacy and Data Protection policy.
- Food Health and Safety
  - You agree to refer to the Food Standards Agency hygiene advice on allergens and preparing food here; <https://www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks>. Recipients' risk of eating the food you collect from a COOK is entirely their own and we (Free My Meal) take no responsibility what-so-ever for any food that is collected and subsequently eaten.

- Safeguarding information parts 1 & 2
  - You agree to refer to our Safeguarding policy on the 'Guides' tab on the group. We strongly suggest using What3Words when either giving or requesting locations. Never meet anyone you are unsure of. Consider requesting to use a safe, well lit, well known 'pick up point' for collection or delivery of food. Do not share personal info including but not limited to; your childrens' names, their ages, your financial situation, your financial status, anything relating to your finances, relationship info. You are under no obligation to become 'Facebook friends' with anyone in this group. Use the 'Suspicious Activity Form' found in the 'Guides' for anyone you may notice not following rules. If you submit this form, your information is not shared with the person you are telling us about. Always remain vigilant as you would when collecting items bought from sellers online such as from 'Marketplace'. Posts shared in the group should stay in the group. Screenshots or sharing of posts are NOT permitted
- You must be 18 or over to use Free My Meal
  - As the nature of Free My Meal is based around messaging and potentially having contact with people unknown to you, to safeguard all members, only those over the age of 18 can request or offer meals at Free My Meal.
- Posts - first half of postcode must be included
  - Posts MUST include the first part of the postcode - this is how we match cooks and recipients. Once a meal has been requested, we strongly suggest using 'What3Words' when either giving or requesting locations.
- Only meal offers and requests.
  - Only posts/comments offering/requesting meal will be approved. Online shop/voucher offers and requests are not permitted. No requesting specific items. Make sure your posts are factually correct and not misleading. No selling/advertising/promo. Add food banks information by emailing [office@freemy meal.co.uk](mailto:office@freemy meal.co.uk).
- No exchange of money for meals
  - Please do not request, offer or accept any payment of any kind on this group. Those found breaking this rule will be removed and banned without warning.
- No wish lists or other items to be requested
  - Free My Meal is a group where cooks can provide meals for recipients. We only accept posts offering/requesting a meal. We can not accept requests for wish lists, crowdfunding or donations.

- Be Kind and Respectful
  - Don't use sexist, racist or other unacceptable language/swear words which could cause concern/harm (regardless of intent). Treat one another with respect. Do not pursue or harass people via DM. Do not continually request food from a cook who has not responded. Do not request food from a cook that is not in your area. Don't make defamatory or libellous comments. Don't post inappropriate material. Don't incite someone/people to break the law.

Inappropriate content will be removed immediately from our social media sites. We reserve the right to block users who are in breach of the above terms and conditions without prior notice. We may also report the matter to the police or take legal action where behaviour amounts to abuse or harassment or in the case of libellous or defamatory posts or messages.

By providing any content to our **public** Social Media Sites eg. Our Public Facebook 'Page', public Instagram account and public Twitter account you agree that the content will be considered non-confidential, and we have the irrevocable, worldwide, transferrable, royalty-free, right to reproduce, distribute, publish, and display such content and the right to create derivative works from your content, edit or modify such content, transfer the medium of such content, and use such content.

The Data Protection Act 1998 gives you the right to see information we hold about you.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

If you agree to the above, please feel free to use our service.

**If you do not agree** please contact us at [office@freemymeal.co.uk](mailto:office@freemymeal.co.uk)

### **Changes**

If we change our privacy policy or our social media terms of use, we will post the changes on this page. If we decide to, we may also email you.