

## Meals for the NHS Privacy Notice

Meals for the NHS is a UK initiative giving you the ability to donate money to feed medical staff at NHS Trust hospitals during the COVID-19 pandemic.

This Privacy Notice applies to our website (<https://www.mealsforthenhs.com/>) and explains how we collect and use the personal data with which you provide us when you either (i) donate money to buy meals for NHS staff; (ii) sign up as a Meals for the NHS volunteer; (iii) sign up your restaurant to provide meals to NHS staff; (iv) sign up an NHS Trust hospital to receive donated meals for your staff; or (v) simply contact us to ask for more information.

**Last updated 5 May 2020**

1. **Who we are?** We are Meals for Hospitals Limited. We are a private company limited by guarantee, registered in England and Wales under company number 12537043. Our registered office address is Avar Suites, Building 3 North London Business Park, Oakleigh Road South, London, England, N11 1GN.
2. **How to contact us?** If you have any questions about our Privacy Notice or the data we hold on you, or you would like to exercise your data protection rights, you can contact us at [privacy@mealsforthenhs.com](mailto:privacy@mealsforthenhs.com).
3. **What data do we collect?**

If you are a **volunteer** we will collect the following information on you:

- a) your full name;
- b) your telephone number;
- c) your job title;
- d) your personal email address;
- e) your LinkedIn profile;
- f) your experience level;
- g) your current or most recent employer;
- h) the name of anyone in our team who you know;
- i) the passwords to the account of any tool we provide you with access to;
- j) any communications between you and us; and
- k) any communications between you and any third party using the tools we make available to you, including [Front.App](#).

If you work at or own a **restaurant or catering business** that we work with we will collect the following information on you:

- a) your full name;
- b) your email address;
- c) your phone number;
- d) details around your business, including its food safety rating and its location;
- e) the payment details for your business, as supplied on your invoice.

If you work at or represent an **NHS Trust Hospital** which we provide services to, we will collect the following information about you and your hospital:

- a) your name;
- b) your email address;
- c) any photographs you send to us; and
- d) your phone number.

If you are a **donor making a donation via the website** we will collect the following information on you:

- a) your name;
- b) your email address; and
- c) certain information around your donation including the amount, the time of the donation and the currency it was made in.

Your payment information (including your credit or debit card details and your CVC number) will be collected by Stripe. Stripe has been audited by an independent PCI Qualified Security Assessor (QSA) and is certified as a PCI Level 1 Service Provider. This is the most stringent level of certification available in the payments industry.

If you are a **donor making a donation directly over the phone or by email**:

- a) your name;
- b) your email address;
- c) your phone number;
- d) the amount of your donation;
- e) the name of your bank; and
- f) the reason for your donation.

#### 4. **How we will use your data**

If you are a **volunteer** we will use your data to enable you contact you and to facilitate your involvement in the project.

If you work at or own a **restaurant or catering business** that we work with we will use your information to:

- a) contact you and answer any queries you might have;
- b) engage your services;
- c) make orders;
- d) facilitate deliveries of meals to NHS hospitals; and
- e) facilitate payments to you.

If you work at or represent an **NHS Trust Hospital** and sign up to our services we will use your information to facilitate deliveries of meals and any other services to your hospital.

If you are a **donor** we will use your information to facilitate your donation via our website and to answer any queries you might have:

We may also send you emails or SMSs updating you about our progress, if you have subscribed to our mailing list. If you wish to stop receiving these messages from us, you may unsubscribe at any time by letting us know.

## 5. **What legal basis do we rely on?**

We rely on the following legal bases for processing your personal data:

If you are a **volunteer**:

- a) processing is necessary for you to be onboarded within our organisation and to be involved in our day to day operations; and
- b) it is in the legitimate interests of NHS workers to do so as it will facilitate the delivery of meals to them paid for by our donors.

If you work at or own a **restaurant or catering business** that we work with:

- a) processing is necessary for your to provide your services to us and the NHS Trust Hospitals to which your meals are delivered; and
- b) it is in the legitimate interests of NHS workers to do so as it will facilitate the delivery of meals to them paid for by our donors.

If you work at or represent an **NHS Trust Hospital** and sign up to our services:

- a) processing is necessary to enable us to provide your staff with meals in line with your arrangement with us; and
- b) it is in the legitimate interests of NHS workers to do so as it will facilitate the delivery of meals to them paid for by our donors.

If you are a **donor**:

- a) processing is necessary to facilitate your donation; and
- b) it is in the legitimate interests of NHS workers to do so as it will facilitate the delivery of meals to them paid for by our donors.

## 6. **Consequences of not providing your personal data.**

Your personal data is necessary for us to take payment of your donation, to let you volunteer with us, to allow us to respond to your queries, or to register your

restaurant or an NHS Trust hospital. If you do not supply your personal data to us, then we will be unable to do these things for you.

## 7. Who will we share your personal data with?

If you are a **volunteer** we may share your personal data with:

- a) The third party tools which support our operations (see Appendix).
- b) The NHS Trust Hospitals we support; and
- c) The restaurants and catering businesses we work with.

If you work at or own a **restaurant or catering business** that we work with then we share your personal data with:

- a) The NHS Trust Hospitals which you are providing meals to;
- b) our delivery partners;
- c) our bank;
- d) our third party professional advisors;
- e) the third party tools we use within our organisation to communicate with you and to ensure the smooth running of our operations (see Appendix).

If you work at or represent an **NHS Trust Hospital** and sign up to our services then we may share your personal data with:

- a) individual donors who wish to make a donation directly to you;
- b) restaurants and catering businesses who will be supplying your staff with meals;
- c) our delivery partners;
- d) our third party professional advisors; and
- d) the third party tools we use within our organisation to communicate with you and to ensure the smooth running of our operations (see Appendix):

If you are a **donor who makes a donation via our website** then you will be providing your personal data to:

- Donorbox (Privacy Policy [here](#))
- Stripe (Privacy Policy [here](#))

If you sign up to our mailing list then we will share your personal data with Mailchimp (Privacy Policy [here](#)).

If you are a **donor who contacts us over phone or email** then we may share our personal data with:

- a) any NHS Trust Hospital which you request us to put you in touch with; and

- b) the tools we use within our organisation to communicate with you and to ensure the smooth running of our operation (see Appendix).
8. **International Data transfers:** The personal data that we collect from you may be transferred to, and stored in, a country outside the European Economic Area (“**EEA**”). It may also be processed by a third party supplier operating outside the EEA. Countries outside the EEA may not have laws which provide the same level of protection to your personal data as laws within the EEA. Where this is the case we will seek to put in place appropriate safeguards to ensure that such transfers comply with applicable data protection laws.
9. **Data retention and storage.** We will keep your personal data until the COVID-19 pandemic in the UK concludes and we no longer need to operate Meals for the NHS, subject to any legal requirements which require us to obtain your personal data for any longer period of time.
10. **Cookies and Tags**

You can adjust your cookies preferences at any time using the cookies bar on our home page.

Unless you have chosen to block this functionality, we use Google Analytics (specifically the **gtag.js** tag) to collect and analyse information about how our visitors use our site. We do not conduct any analysis on an individual user level basis and do not seek to tie your randomly generated user ID to any other personal data which we hold on you. We also choose not to share any information about your visit with Google for it to use for its own purposes, although our own analysis is conducted within the Google Analytics platform.

Whilst we do not generally permit any third party cookies (including advertising cookies) on our site, Stripe (Privacy Policy [here](#)) uses cookies in order to facilitate the processing of donations made through our site. In addition, Twitter (Privacy Policy [here](#)) uses a cookie to allow you to tweet about your donation directly from our site.

11. **What are your data protection rights?**

You have the general right to request from us:

- a) access to your personal data;
- b) rectification or erasure of your personal data;
- c) restriction of processing concerning you or to object to our processing of your personal data; and
- d) the right to data portability.

If you wish to exercise any of these rights, please contact us by emailing [privacy@mealsforthenhs.com](mailto:privacy@mealsforthenhs.com).

You also have the right to complain to the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk)) about the manner in which we process your personal data.

## 12. Changes to this Privacy Notice

From time to time, we may need to update this Privacy Notice to ensure that it remains up-to-date. If we make significant changes, we will make that clear on our website or by some other means of contact such as email, so that you are able to review the changes before you continue to use our website.

## Appendix - Third Party Tools

We use the following third party tools within our organisation:

- Slack (Privacy Policy [here](#))
- Airtable (Privacy Policy [here](#))
- Front.App (Privacy Policy [here](#))
- Google (G Suite) and Google Data Studio (Privacy Policy [here](#))
- Google Firebase (Privacy information [here](#))
- LastPass (Privacy Policy [here](#))
- Trello (Privacy Policy [here](#))
- Netlify (Privacy Policy [here](#))
- Whatsapp (Privacy Policy [here](#))
- Donorbox (Privacy Policy [here](#))
- Stripe (Privacy Policy [here](#))
- Xero (Privacy Policy [here](#))
- Intercom (Privacy Policy [here](#))
- Coda (Privacy Policy [here](#))
- Mailchimp (Privacy Policy [here](#))

Please note that we will not necessarily process your personal data in each of these tools. We only use your personal data where necessary for the purposes described within this Privacy Policy and it will only be processed within these tools to the extent necessary to meet those purposes. For further information please contact us at [privacy@mealsforthenhs.com](mailto:privacy@mealsforthenhs.com).