



Meals on Wheels

Cumbria

Privacy Policy

Who are we?

We're Meals on Wheels Cumbria Ltd, a UK a registered limited company (no. 11003440). The registered address is Meadow View, Low Cotehill, Carlisle. CA4 0EL. We are a not for profit enterprise with charitable aims written into our Memorandum of Association. Our goal is to provide affordable healthy meals to the elderly and others in need of meals provision.

How do we collect information from you?

We obtain information about you when you email or phone us to place orders or request information from us.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, and phone number. If you order a product from us, your delivery details and payment options are recorded. Where access codes are provided, these are kept on record so that volunteers can use them to deliver meals. In the case of carers or next of kin, your details are linked to theirs.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us.
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- activities, promotions of our associated companies goods and services;
- process a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Who has access to your information?

A small number of our staff have access to your data. A volunteer delivering your meal will have essential information so that meals reach you correctly.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We may pass your information to our third party service providers, agents subcontractors and other associated organizations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for any other purposes. Please be reassured that we will not release your information to third parties, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for older people and our exciting products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by

email: admin@mealsonwheelscarlisle.org or telephone on 01228 267167

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@mealsonwheelscarlisle.org, or write to us at: Meadow View, Low Cotehill, Carlisle. CA4 0EL. You have the right to ask for a copy of the information Meals on Wheels hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as payment or bank details) is encrypted and protected.

As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We don't analyse your personal information to create a profile of your interests and preferences.

Transferring your information outside of Europe

We don't actively transfer information outside of Europe. However, as we use cloud based information storage like Dropbox and accounts package, Quickfile, some of these functions may use locations outside of the EU. By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.