



COMMUNITY FRIDGE SWANSEA

Dear Customer,

Thank you for joining the Community Fridge and/or the Community Pantry!
Welcome! Please read through this information carefully. If you have any questions, please ask a member of staff.

This letter covers the following:

- About Us
- Community Fridge and Pantry Disclaimer and Guidance for Customers
- Community Fridge and Pantry Privacy Notice
- Consent

1. About Us

Did you know that families in the UK still throw away an average of £810 worth of food per year, while food businesses discard around £3 billion worth? And this is despite more people being more aware of food waste!

The Community Fridge is a great way to reduce this waste, whilst also helping people to access fresh food and tackle food poverty.

Businesses and retailers donate surplus food to the Community Fridge, and we distribute it to members of the community. We never know what will be donated, it will differ week to week!

All staff are food safety trained and we've had a 5-star food rating since opening in March 2019.

Donations

All our Community Fridge and Pantry services are completely free of charge.

However, if you do want to contribute, we do accept donations, both through our “Pay as You Feel” box on site and the Goleudy JustGiving page:

www.justgiving.com/cymdeithascaerlas.

If you'd like to donate food, please bring it along with you and put it in the donations box. Types of food we can accept include:

- Tinned goods such as soup, meat, fish, beans, pulses etc
- Dry goods such as pasta, rice, couscous, cereals etc
- Toiletries such as shampoo, toothpaste, sanitary products
- Cleaning products such as disinfectant, washing up liquid, cloths etc

The Community Fridge and Pantry has so far been hugely successful. On average, we stop 1 tonne of food per month from going to landfill and help over 100 people per week, many of whom would otherwise have difficulty accessing fresh produce. Your donations will help us to keep the project running and to develop our services.

Opening Hours

The Community Fridge is open every **Wednesday between 1.00pm and 2.30pm**. These times may change, for example over the Christmas period.

For instructions on how to access the Community Pantry please visit:

<https://goleudy.org/our-services/community-fridge/swansea-community-pantry>

2. Community Fridge and Pantry Disclaimer and Guidance for Customers

Although we have put in place precautions to safeguard the hygiene and quality of all items in the Community Fridge and Pantry, we may not be able to guarantee and verify all items donated to us. Although the risk of food cross-contamination is low, it is not zero. Users receive food at their own risk and Goleudy is not liable for any harm caused to the fridge / pantry user in the event of products being contaminated.

PLEASE FOLLOW THE GUIDANCE PROVIDED BELOW:

- Do not consume any item that appears past its “use-by” date. This is not to be confused with a “best before” date, which is an indication of quality, rather than expiry.
- Do not consume any item that smells gone-off or appears suspicious for any other reason.
- Do not consume any item if you have an allergy (we can’t guarantee that there has been no contamination of opened products). It is difficult for us to consistently manage recalls, many of which relate to allergens being unintentional within products but not labelled correctly. If you have known food allergies you may wish to avoid using this Community Fridge and Pantry due to the risk posed by food recalls and the potential risk of cross-contamination.
- Do not consume any item if you have a vulnerable immune system (the elderly, infants under 5, expectant women or individuals with a serious or long-term medical condition are especially at risk).

Social Media

Please note, if you are from an organization who is receiving donations as part of our community group distribution scheme, we will require you to publicise this via social media, tagging the Community Fridge where applicable.

3. Community Fridge and Pantry Privacy Notice and Consent

As part of the registration process, we will need to record some of your personal details as listed below. Goleudy is committed to being open about how it collects and uses your information and to meeting its data protection obligations set out by the General Data Protection Regulations 2018.

This notice outlines the type of information being collected, how it is being processed / stored and your rights.

Our contact details

Name: Goleudy

Address: The Customs House, Cambrian Place, The Marina, Swansea, SA1 1RG

Phone Number: 01792 646071

E-mail: communityfridge@goleudy.org

Website: <https://goleudy.org>

Date notice completed: 11th December 2020

The type of personal information we collect

We currently collect and process the following information:

- First and last name
- Age
- Ethnicity
- Address including postcode
- Number of people in your household
- Whether you use a foodbank and if so, which one
- Why you're accessing the fridge / pantry e.g. to reduce food waste, low income etc.

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for the following reason:

- To register for the Community Fridge and/or the Community Pantry

We use the information that you have given us for

- Administration purposes
- Statistical purposes e.g. for funding applications, to develop the project, or for reporting purposes

Your information will not be shared with any other organisations or individuals outside of Goleudy. All information used for statistical purposes will be anonymised so that you cannot be identified. This anonymised information may be used in reports that will be shared with other organisations, for example, funding bodies.

Under the General Data Protection Regulations (GDPR), the lawful basis we rely on for processing this information is:

- Your explicit consent

You can remove your consent at any time by emailing:

communityfridge@goleudy.org

How we store your personal information

Your information is securely stored at the Goleudy Head Office: The Customs House, Cambrian Place, The Marina, Swansea, SA1 1RG.

The information we collect is stored electronically and within paper files. The information will only be accessed by Goleudy staff on a need to access basis, for example, for administration purposes.

If you do not attend the Community Fridge or Pantry for 18 months, your membership will expire. However, you can re-join at any time. We will keep your personal information for up to 3 years after your membership has expired. We will then dispose of your information by permanently deleting electronic records and cross-shredding paper files.

Your data protection rights

It is important that the personal information that we hold about you is accurate and up-to-date. Please let us know if your personal information changes, for example, you move to a new house.

Under data protection law, you have several rights in relation to the personal information we hold. Not all the rights apply in all the circumstances.

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at if you wish to make a request by emailing:

communityfridge@goleudy.org

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by emailing communityfridge@goleudy.org

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: www.ico.org.uk

E: communityfridge@goleudy.org

W: www.goleudy.org

Registered Charity No: 504094

Located at the Connect Centre, The
Customs House, Cambrian Place, The
Marina, Swansea, SA1 1RG



@FridgeSwansea



@Swansea_Community_Fridge



@Swansea Community Fridge

