



Privacy Notice

Narthex Charity (Narthex Sparkhill)

Registered Charity No. 1100358 | Last reviewed: May 2026

Who we are	Narthex Charity, also known as Narthex Sparkhill, is a Birmingham-based charity that provides food bank and financial inclusion services to people in crisis.
Data controller	Narthex Charity is the data controller for the personal information described in this notice.
ICO registration	Z8875497
Contact us	enquiries@narthex.org.uk Sparkhill, Birmingham
This notice covers	Everyone whose information we hold: service users, volunteers, staff, donors, supporters, and website visitors.

1. Who we are and how to contact us

Narthex Charity (registered charity number 1100358) is based in Sparkhill, Birmingham. We run a food bank and financial inclusion advice service for people experiencing hardship and destitution. We also deliver activities at satellite sites across Birmingham.

If you have any questions about how we use your information, or if you want to exercise any of your rights (see Section 8), please contact us:

Email: enquiries@narthex.org.uk

Post: St John's Church, St John's Road, Sparkhill, Birmingham, B11 4RG, Birmingham

Data Protection Lead: Geoff Holt, Trustee

2. What personal information we collect and why

We collect different information depending on your relationship with us.

Service users

When you use our food bank or advice services, we collect:

- Your name, address, and contact details
- Information about your household and circumstances, to assess what support you need
- Health or dietary information you choose to share with us, for example food allergies or dietary requirements
- Financial information relevant to advice work, such as income, debts, and benefits

- Information about your immigration status, where this is relevant to the support you need
- Notes and records of the support we have provided

Why we collect this: To assess your eligibility for our services, provide you with appropriate food and advice, refer you to other organisations that can help, and keep records of the support we have given.

Lawful basis: Legitimate interests (running a food bank and advice service for people in crisis); legal obligation (for example, safeguarding duties); consent (for sharing your information with a referral partner).

Volunteers

When you volunteer with us, we collect:

- Your name, address, and contact details
- Emergency contact details
- References
- DBS (criminal record check) information, where your role requires it
- Records of your volunteering activity and any training you have completed

Why we collect this: To manage your volunteering, ensure we meet our safer recruitment obligations, and keep you safe.

Lawful basis: Legitimate interests (managing our volunteer programme); legal obligation (safer recruitment and DBS checks).

Staff and trustees

We hold employment and trustee records as required by employment law and charity governance requirements. Staff receive a separate privacy notice as part of their employment.

Donors and supporters

When you donate to or support us, we collect:

- Your name and contact details
- Donation amounts and Gift Aid declarations, where applicable
- Communication preferences

Why we collect this: To process your donation, claim Gift Aid where eligible, and keep you informed about our work if you have asked us to.

Lawful basis: Legitimate interests; legal obligation (Gift Aid); consent (for marketing communications).

Website visitors

When you visit our website, we may collect technical information such as your IP address, browser type, and pages visited. This is covered in our separate Cookies Policy. We do not use your website data for marketing without your consent.

3. Sensitive (special category) information

Some of the information we hold is treated with extra care because it is particularly sensitive under data protection law. This includes health information, religious or cultural information, and information about your immigration status.

We only collect sensitive information where it is necessary for the service we are providing. We never collect more than we need.

Lawful basis for sensitive information: Explicit consent; vital interests (emergencies); substantial public interest for safeguarding purposes.

4. Who we share your information with

We only share your information where we have a lawful reason to do so. We do not sell your information. The main organisations we share information with are:

- Trussell Trust: we submit anonymised data to the Trussell data collection system. Personal data is shared only as required by our membership of the Trussell network.
- Referral partners: with your consent, we may share your details with other organisations that can provide additional support (for example, housing advice, welfare benefits, or health services). We will always tell you before doing this and ask for your agreement.
- Statutory agencies: where the law requires it or where there is a safeguarding concern, we may share information with Birmingham Children's Services, Adult Social Care, the police, or other statutory bodies. We will tell you if we share your information in this way, unless doing so would put you or someone else at risk.
- HMRC and other regulators: to meet our legal obligations as an employer and registered charity.
- IT service providers: we use Microsoft 365 for email and document storage. Microsoft processes data on our behalf under a formal data processing agreement. Data is stored in the UK and EU.

5. How long we keep your information

We keep your information for as long as is necessary for the purpose for which it was collected, and no longer. Our main retention periods are:

Type of information	How long we keep it	Why
Service user records	6 years after last contact	To support continuity if you return to us
Advice service case files	6 years after case closure	Standard advice sector practice

Type of information	How long we keep it	Why
Safeguarding records	Reviewed periodically	Legal expectation; may be retained longer
Volunteer records	2 years after end of volunteering	To provide references if needed
Staff / HR records	6 years after end of employment	Employment law requirements
Donor records	6 years after last donation	Gift Aid and tax compliance
DBS check records	6 months after DBS decision	DBS Code of Practice

At the end of the retention period, paper records are shredded and electronic records are permanently deleted.

6. Keeping your information safe

We take reasonable steps to protect your information from loss, misuse, and unauthorised access. These include:

- Storing paper records in locked cabinets
- Protecting electronic records with passwords and, where possible, encryption
- Limiting access to personal data to those who need it for their role
- Training all staff and volunteers on data protection
- Reviewing our security arrangements regularly

If we become aware of a data breach that is likely to affect your rights, we will notify you and the Information Commissioner's Office (ICO) as required by law.

7. International transfers

We do not routinely transfer your personal data outside the United Kingdom. Our use of Microsoft 365 may involve processing in EU data centres. The EU has been granted adequacy status by the UK, meaning these transfers are covered under UK GDPR without additional steps.

8. Your rights

Under UK data protection law, you have the following rights in relation to the personal information we hold about you:

- Right to be informed – to know how we use your information (this notice fulfils that).
- Right of access – to request a copy of the information we hold about you (a 'subject access request').
- Right to rectification – to ask us to correct inaccurate or incomplete information.
- Right to erasure – to ask us to delete your information in certain circumstances.

- Right to restrict processing – to ask us to limit how we use your information in certain circumstances.
- Right to data portability – to receive your information in a structured, digital format in certain circumstances.
- Right to object – to object to us processing your information on the basis of legitimate interests.
- Rights relating to automated decision-making – we do not make automated decisions about you.

To exercise any of these rights, please contact us using the details in Section 1. We will respond within one month. There is no charge for a routine request.

Some rights are not absolute – for example, we may be unable to delete records where we have a legal obligation to retain them. We will always explain if that is the case.

9. Immigration status

We treat immigration status information with particular care. We will not share information about your immigration status with the Home Office or immigration enforcement without your explicit consent, unless a child protection concern overrides this.

If you are worried about how your information might be used, please speak to our advice team before sharing it with us.

10. Complaints

If you are unhappy about how we have handled your information, you have the right to complain to us directly. Please contact us using the details in Section 1. You can complain by email, by post, or by speaking to us, and you do not have to use a particular form.

We will acknowledge your complaint within 30 days and look into it as quickly as we can, asking you for more information if we need it and keeping you updated. We will tell you the outcome, normally within one month. If your complaint is complex and will take longer, we will let you know.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), who will normally expect you to raise your complaint with us first:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

11. Changes to this notice

We review this Privacy Notice at least once a year and whenever there is a significant change in how we collect or use personal information. The date at the top of this document shows when it was last updated. If we make significant changes, we will let you know.