



Voedselhulp Nunspeet



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Our goal and our services

From the Biblical instruction to share our bread with the hungry and to take care of the needy, we wish to look after our townspeople who have trouble making ends meet.

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We offer social and financial services to all in need, regardless of cultural background and beliefs. Financial problems are rarely unaccompanied by other issues and is often a part of a more complex problem. Voedselhulp Nunspeet respects this and lends individuals a listening ear, gives advice and can, when necessary, refer to institutions or persons who can lend other forms of assistance. Giving social support is not our aim, but a way of standing by people and helping them until they are able to support themselves and their families again. Our help is of a practical nature, like collecting food that would otherwise go to waste and distribute this to those in need.

At Voedselhulp Nunspeet we process personal data to optimise our services. Treating personal data with respect is of the utmost importance. This is the reason that we would like to inform you in this document of our policy towards processing your personal data, like the new AVG-law (General Data Protection Regulation (GDPR-law)) demands.

Personal data, what we register and how we process data

There are several reasons that Voedselhulp Nunspeet processes and retains your personal data. Below, we explain what data we process and why we process this.

We need part of the data to form an agreement with you: we are obligated to serve you. We retain other data, because we have a justified interest in this data. Without this data, we can't help you. Finally, there is data for which we need your explicit permission.

Colour	Base
Blue	Form agreement
Green	Justified interest
Orange	Permission

Category: Clients

1. When you apply to become a client of Voedselhulp Nunspeet, we will process the following data:

Data	Why
Full Name	We like working on a personal level and call you by your name.
Date of Birth	This is required to determine whether we can help you and, if necessary, to give assistance.
Address, Postal code, City	This is required because we have to account for our actions. Sometimes, we need this data to send you a letter or a message via some other form of communication.
(Mobile)phone number	
E-mail address	
Client number	You are not a number, but we need to give you a number to facilitate our administration.



2. Depending on your situation, we sometimes process and retain one or more other documents:

Data	Why
Overview of income and expenses	This is required to determine whether we can help you and, if necessary, to give assistance.
Ordinance receiver	
Ordinance debt counselor	
Current situation	Helps us to advise you on your current situation and, if necessary and desirable, to refer you to other organisations or persons.

Category: Contact welfare organisation

3. In order to refer clients in certain situations, we process and retain the following data regarding your contact in welfare organisations:

Data	Why
Full name	This data is required to refer you to the right welfare organisation.
(Mobile) phone number	
E-mail address	
Name welfare organisation	

Category: Volunteer

4. When you volunteer for Voedselhulp Nunspeet, we will process and retain the following data:

Data	Why
Full name	We like working on a personal level.
Address, Postal Code, City	Volunteer administration. Sometimes, we need this data to send you a letter or a message via some other form of communication.
(Mobile) phone number	
E-mail address	
Occupation	
Motivation	In order to function properly within our organisation, it is important that you do so from a just intrinsic motivation.



Category: Donator

5. If you are a (one-off) donator, we will process and retain your name, bank account and the sum of your donation.

Data	Why
Full name	We require this data for our financial administration in our internal monthly report to account for our (financial) actions.
Bank account	
Sum of donation	

Category: Supplier

6. If you are our supplier or contractor, we process and retain the following data:

Data	Why
Full name contact	We like working and communicating on a personal level.
Supplier	Required for administration.
Address, Postal Code, City	We use this data to contact you with regards to deliveries to and via Voedselhulp Nunspeet.
(Mobile) phone number	
E-mail address	

Category: Newsletter

7. When you subscribe to the newsletters of Voedselhulp Nunspeet, we will process and retain the following data:

Data	Why
Full name	We use this data to keep you up-to-date on our work via our newsletter or other means of communication.
E-mail address	

Sharing data

We will not share your personal data with international organisations or outside of the EU. Furthermore, we will not share your personal data with third parties, unless this is necessary for successfully lending our services or that of third parties and if we have explicitly received your permission. These third parties are, for instance, welfare organisations or the Jeugd Sportfonds (Youth Sports Fund). U can always withdraw your permission.



Measures and Audit

Voedselhulp Nunspeet ensures careful and safe processing of your personal data, whereby we always conform to the demands of privacy laws. We have taken the appropriate organisational and technical measures to ensure that your personal data is safe in our hands and the abuse thereof is prevented. Your data is protected against access by unauthorized people. Moreover, we will regularly check and, if necessary, update our security measures, so that your personal data is protected at all times.

Your legal rights and retention period

By law, you have the right to view the personal data that we have on you (right of access by the data subject). Furthermore, you have the right to request an alteration in your personal data (right of rectification) when the personal data we have on you is inaccurate. Moreover, you have the legal right to obtain a copy of the personal data we have on you, so that you could, for instance, impart the information to other authorities (right to data portability).

When your personal data is no longer required for the goals for which they were collected or processed, we will remove the data from our systems within 2 months after the expiration of the legal retention. When you are of the opinion that we have insufficiently removed, delayed the removal of your personal data, or incorrectly processed your personal data, you have the right to ask us to remove your personal data from our systems. Besides the removal of your personal data within our organisation, you have the right to erasure (or the right to be forgotten). This means that individuals, organisations and authorities that obtained your personal data via Voedselhulp Nunspeet are obligated to remove your personal data from their systems.

You have the right to demand a temporary stop of the processing of your personal data (right to restriction of processing). During this period, we are neither allowed to process nor remove your personal data. Under certain circumstances, you have the right to object to the further processing of your personal data. For instance, when you are of the opinion that your personal data is processed with a different goal in mind than the goal that you were informed they were used for and for which you imparted your personal data.

In case we are unable to come to an appropriate solution, you have the right to lodge a complaint with the privacy controller, de Autoriteit Persoonsgegevens (Dutch Data Protection Authority). We advise you to consult the website of the Autoriteit Persoonsgegevens to find out how you can contact the privacy controller.

Questions and complaints

When you have read this privacy declaration and anything remains unclear regarding how we manage your personal data, when you want to enforce one or more of the rights mentioned above, or when you have a complaint about the processing of your personal data, please contact us at:

Voedselhulp Nunspeet

Telefoon: 06-42274735 (Mon-Fri between 9.00 and 10.00 AM)

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Data protection officer

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