

PRIVACY POLICY

1. INTRODUCTION

1. Purpose of this Privacy Policy

St. James' Settlement FOOD-CO (referred to in this Privacy Policy as “**FOOD-CO**”, “**we**”, “**us**” or “**our**”) respects your privacy and is committed to protecting your personal data. This Privacy Policy will inform you as to how we look after your personal data when you visit us at <https://food-co.hk> (the “**Website**”), regardless of where you visit them from, or use the FOOD-CO mobile application for iOS or Android (the “**App**”) and tell you about your privacy rights and how the law protects you.

This Privacy Policy aims to give you information on how we collect and process your personal data through your use of the Website or App, including any data you may provide through the Website or App when you sign up to our newsletter, or request services and/or take part in a event.

It is important that you read this Privacy Policy together with any other Privacy Policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Policy supplements other notices and Privacy Policies and is not intended to override them.

2. Data Controller

FOOD-CO is a “data controller” of your personal data.

In simple terms, this means that we (i) “control” your personal data, including making sure that it is kept secure; and (ii) make certain decisions on how to use and protect your personal data, but only to the extent that we have informed you about the use or as otherwise permitted by law.

3. Contact Information and Complaints

If you have any questions about this Privacy Policy or any questions regarding our use of your personal data, please contact us at info@food-co.hk or post to

St. James' Settlement FOOD-CO

902, 9/F., 85 Stone Nullah Lane,

Wan Chai, Hong Kong

Marked Personal Data Privacy Enquire

4. Changes to this Privacy Policy and Personal Data

This Privacy Policy is regularly reviewed. Please note that this Policy may be amended from time to time without prior notice. You are advised to check for the latest version on a regular basis. If there is any inconsistency or conflict between the English and Chinese versions of this Statement, the Chinese version shall prevail.

5. Third-Party Links

The Website and the App may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Website or the App, we encourage you to read the privacy policy of every website you visit.

2. THE DATA WE COLLECT ABOUT YOU

The types of personal data we collect, use and store about you will depend on the services you have requested from us and/or the nature of your interaction with us. When using our Website or the App, we collect and process the following types of personal data:

- your first name, last name, username or similar identifier, name of organization (if any), type of organization (if any), opening hour of organization (if any) (“**Identity Data**”);
- your pickup address, delivery address, email address and telephone numbers (“**Contact Data**”);

- details of donation products and services you have donated to us (“**Donation Data**”);
- your IP address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access the Websites or the App (“**Technical Data**”);
- your username and password, donation record made by you, your application, your interests, preferences, feedback and survey responses (“**Profile Data**”);
- information about how you use our Websites, the App and other services, for example, how often you come to our showrooms and events (“**Usage Data**”).

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

3. HOW WE COLLECT YOUR DATA

1. Direct Interactions

We collect Identity Data, Contact Data and Donation Data about you that you provide to us by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our services;
- register on our Website or the App;
- subscribe to our newsletter;
- enter an event or survey; or
- give us feedback or contact us in any way or form.

2. Automated Technologies and Interactions

As you interact with our Websites or the App, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies.

A cookie is a small file of letters and numbers stored by computer after being sent to your computer when you visit a website. Whenever you visit the same website again, the information stored in the cookie can be retrieved to notify the website of your previous activity. We use cookies to facilitate website navigation, maintain quality of online service, provide additional security, allow the customization of your access to the Websites and remember you when you return to the Websites.

A cookie cannot give us access to your computer or to information beyond what you provide us and we don't store personally identifiable information such as your name or address in cookies we create, but we do use encrypted information gathered from them to help improve your experience on our Websites. If you do not wish to enable cookies, you'll still be able to browse the Websites and use them for research purposes.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

When you visit our Websites, you may notice some cookies that are not related to OnTheList. If you go on to another website that contains embedded content, you may be sent cookies from these websites. We do not control the setting of these cookies, so we suggest you check the third-party websites for more information about their cookies and how to manage them.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

4. HOW WE USE YOUR PERSONAL DATA

1. Data Usage

We are committed to only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the service we are about to enter into or have entered into with you (“**Performance of Service**”).
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests (“**Legitimate Interests**”).
- Where we need to comply with a legal obligation (“**Legal Obligations**”).

We plan to use your personal data for the following purposes, and pursuant to the corresponding legal bases:

Purpose	Type of Data	Lawful Basis and Basis of Legitimate Interest
Registration as a new customer	Identity Data; Contact Data.	Performance of Service
Processing your donation	Identity Data; Contact Data; Donation Data;	Performance of Service
Processing your volunteer service	Identity Data; Contact Data;	Performance of Service
Management of our relationship with you (i.e. notifications about changes to Privacy Policy and asking you to leave a review or take a survey)	Identity Data; Contact Data; Profile Data;	Performance of Service; Legal Obligations; Legitimate Interest (to keep your records updated and to study what donation / service the user need in order to improve the service).
Administration and Protection of our Websites and App (including troubleshooting, data analysis, testing, system maintenance, support reporting and hosting of data)	Identity Data; Contact Data; Technical Data;	Legitimate Interest (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise); Legal Obligations
Using data analytics to improve our Websites, the App, products/ services, marketing, customer relationships and experiences	Usage Data; Technical Data.	Legitimate Interest (to define types of customers for our products and services, to keep our Website and the App updated and relevant, to develop our business and to inform our operation strategy).

Suggestions and recommendations about goods or services that may be of interest to you	Identity Data; Contact Data; Profile Data; Usage Data;	Legitimate Interest (to develop our products/ services and grow our business).
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We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please feel free to contact us any time. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

2. Marketing and Promotional Offers

As FOOD-CO is an information sharing platform, we may provide you other social information (such as other funding resources, other relevant service information etc.) or volunteer service information.

If you don't want to receive any social service information, please [click here](#) (enter into the website, please fill in your email address and click the disagreement)

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

£ I do not agree to receive the above information.

3. Opting Out

You can ask us or third parties to stop sending you marketing messages at any time by:-

- by contacting us anytime at info@food-co.hk.

Where you opt-out of receiving these marketing messages or newsletters, this will not apply to personal data provided to us as a result of service provide (which we will continue to process in order to perform the service with you or as a result of our regulatory or legal obligations).

5. DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with the following parties for the purposes set out in the table above:-

- External Third Parties as set out in Clause 9 (*Definitions*) below; and

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

7. DATA RETENTION

We will only retain your personal data for as long as reasonably (3 years) necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances, you can ask us to delete your data: see Clause 10 (*Your Legal Rights within Hong Kong*) below for further information.

In some circumstances, we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

8. YOUR LEGAL RIGHTS IN HONG KONG

If you are currently staying in Hong Kong, you are entitled, in accordance with the Personal Data (Privacy) Ordinance (Cap. 486, the laws of Hong Kong) (the “**Ordinance**”), to check whether we hold data about you and to have access to those data. If any of these data are incorrect or inaccurate, you have the right to correct or update them. Requests for access to or to correct personal data should be addressed to us at info@foor-co.hk. In accordance with the Ordinance, we are entitled to charge a reasonable fee for processing any data access or correction requests.

9. DEFINITIONS

In this Privacy Policy, the following expressions shall have the following meanings except where the context otherwise required:-

“**External Third Parties**” shall mean (a) service providers based in Hong Kong who provide IT and system administration services, and logistics support; and (b) the Inland Revenue Department, regulators and other authorities based in Hong Kong who require reporting of processing activities in certain circumstances.

“**Legitimate Interests**” shall mean the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

“**Legal Obligations**” shall mean processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.

“**Performance of Service**” shall mean processing your data where it is necessary for the performance of the service to which you are a party or to take steps at your request.

10. The consequence of not accepting this policy

You can refuse the policy above. If you refuse the policy, please note that all the function of the FOOD-CO platform would become inaccessible or not function, and your application will be canceled too.

- I agree with this privacy policy
- I agree to receive the notification and the sharing information