Privacy Notice

Mama2Mama Baby Bank Woolwich

Mama2Mama Baby Essentials · Registered charity 1199777 · November 2026

How we look after your information

Whether you contact us, volunteer, book a home collection or are referred to us for support, you trust us with your details. This notice explains, in plain words, what we collect, why, and how we keep it safe.

WHO WE ARE

Mama2Mama Baby Essentials, registered charity 1199777

We are responsible for your information (the "data controller"). Our address is 1A Pett Street, Woolwich, London SE18 5BH. Our Data Protection Lead is Zuzana Fratrikova, Founder & CEO. We are registered with the Information Commissioner's Office (ICO), registration number ZC264335.

Contact us: info@mama2mama.org.uk · 07876 188043

WHAT WE COLLECT AND WHY

We only collect what we need

When	What we collect	Why we use it	Lawful basis	How long we keep it
Contact form	Name, email, phone (if given), your message	To read and reply to you	Legitimate interests (answering people who contact us)	Deleted from our website systems 12 months after we receive it. Complaints are kept under our Complaints and Grievance Policy.
Volunteer sign-up	Name, contact details, age group, availability, how you'd like to help. For under-18s, a parent or guardian's name and phone number	To contact you, arrange a chat and induction, and plan sessions safely	Legitimate interests (organising volunteers) and steps you ask us to take	Sign-up form deleted after 6 months. Volunteer records kept for up to 6 years after you stop volunteering.
Home collections	Name, contact details, collection address, preferred date, items, access notes	To arrange and carry out your collection	Legitimate interests and steps you ask us to take	Booking details deleted at the end of the collection day.
Referrals	Family contact details, children's ages and sizes, needs and urgency, shared by a professional	To prepare and deliver support, and to keep people safe under our Safeguarding Policy. Never for marketing or fundraising	Legitimate interests and, where needed, safeguarding duties	Up to 3 years from our last contact with the family, then securely deleted.

We don't collect health or criminal record information on our volunteer form. If a role needs a DBS check, we will explain this to you separately first. Under-16 volunteers must be accompanied to and from sessions.

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REFERRALS

A note for professionals who refer families

- Please tell the family you are referring them, explain what you will share and why, and check they agree.
- Share only contact details, children's ages and sizes, needs and urgency. Leave out medical or immigration details unless they are essential.
- Send referrals from your work email to info@mama2mama.org.uk, not by WhatsApp, text or personal email.

WHO SEES YOUR INFORMATION

Only the people who need it

- Mama2Mama team members who need it to reply to you or support you. Volunteer sign-ups are seen only by our CEO and Baby Bank Coordinator.
- For home collections, the volunteer or driver who collects your items.
- Other professionals only when it is needed to keep someone safe and the law allows it.
- Home collection payments go through MyGivingHub, which has its own privacy notice. We never see your card details, and payment records are kept in our accounts for as long as the law requires.
- We never sell your information, and we will not add you to a mailing list.

COOKIES

No tracking

Our website does not use advertising or tracking cookies.

YOUR RIGHTS

You are in control

You can ask to see, correct or delete your information, ask us to limit how we use it, or object to how we use it. Just email info@mama2mama.org.uk. We normally reply within one month.

CONCERNS OR COMPLAINTS

We want to put things right

Please tell us first and we will do our best to help. Complaints are handled under our Complaints and Grievance Policy. If your concern involves our CEO, you can contact our Chair of Trustees, Miroslava Zverbikova, at zverbikovam@yahoo.com. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

Our full GDPR and Data Protection Policy is available at mama2mama.org.uk/policies-and-reports. Café 51 has its own privacy notice.

Last updated: November 2026 · **Next review:** November 2027 · This notice follows Mama2Mama's GDPR and Data Protection Policy.