



## **BanktheFood FAQ's**

### **General FAQ's**

#### **What is the BanktheFood app?**

BanktheFood app uses tech for good. It connects individuals who wish to donate food items with their local food banks. Via the app, you can easily identify the most needed items requested by your food bank and it conveniently notifies you when you are near a supermarket. This feature allows you to contribute to the cause while going about your regular shopping routine. The app is free to use.

#### **Where can I download it?**

You can download the app by following this link: <https://www.bankthefood.org/downloadapp/>

#### **How can I find the needs of my local food bank?**

To find your local food bank's needs:

- Create an account on the app by using the menu at the top right (creating an account is optional; you can still view your food bank's needs without an account)
- Use the **postcode finder** to search for your food bank
- Click **follow** to connect with your food bank
- Visit the **urgently needed items** section to see exactly what your food bank requires
- Click **drop-off points** to find locations where you can donate your items



## Can I download the app on my PC?

Currently, the app is only available for smartphones.

## Is my data and location safe?

Absolutely. We strictly adhere to GDPR protocols. You can find our privacy policy and terms of service in the app's **about** section or on our website.

## How does my food bank know that I have donated?

If you have created an account, click on the **add** button next to your food bank's urgently needed items list and then select **save donations**. Your food bank will be able to see via their admin screen indicating that they have received a donation.

As a token of gratitude, we have included a thoughtful quote for you after you have saved your donation

## My local food bank is not listed on the app. What should I do?

We are a small, volunteer-led charity that relies on local knowledge to spread the word about BanktheFood. If your local food bank is not yet listed on the app, please inform them about us. We would be delighted to work with them.

## I have a technical issue

Please contact us at [admin@bankthefood.org](mailto:admin@bankthefood.org) with all the details of your technical issue.

## How can I help my local food bank?

Food banks work tirelessly to support individuals in need within their local communities. If you would like to assist them, please get in touch with your local food bank directly.



## **How can I donate to your charity?**

Our charity is primarily run by volunteers, but we do have running costs to ensure the best service for our participating food banks and donors. If you would like to donate to our charity, please visit: <https://www.crowdfunder.co.uk/p/bankthefood>

[www.crowdfunder.co.uk/p/bankthefood](https://www.crowdfunder.co.uk/p/bankthefood)

We appreciate your support.

## **FAQs for Food Banks/Food Poverty Organisations**

### **We are a food poverty organisation. How do we sign up?**

Please email the following details to [admin@bankthefood.org](mailto:admin@bankthefood.org):

- Name of the food bank/food pantry/community shop
- Registered email address
- Postal address
- Phone number
- Website and/or social media page(s)
- Charity number (if applicable)

We will upload your details onto the app and then contact you via email with instructions on how to get started.

### **Can we have more than one admin on the app?**

Yes. Once we have signed you up, you can add colleagues to help manage your data on the app.

### **Will BanktheFood cost us anything?**

Our app is free to use and will always remain so. BanktheFood is a registered charity (Charity Commission for England and Wales Number 1194167)

### **Can we opt out?**

Certainly. If BanktheFood is not suitable for your organisation, please email us at [admin@bankthefood.org](mailto:admin@bankthefood.org), and we will delete your details from the app.

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(Charity Commission for England and Wales Number 1194167)



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**We can see our details on the app but we haven't signed up.  
Where did you get our information from?**

We have used API's from public data from organisations such as Givefood, The Trussell Trust and IFAN to use on the app.

This allows users of the app to see what you need and donate to you even if you haven't signed up