

Individual Client Privacy Policy

Policy Statement

Calgary Food Bank is committed to protecting your privacy and the confidentiality of your personal information. This Privacy Policy sets out how Calgary Food Bank collects, uses, discloses and safeguards your personal information in connection with the provision of Calgary Food Bank's Emergency Food Hamper Program (the **Services**).

For the purpose of this Privacy Policy, "you" and "your" refers to any individual using the Services, whether by referral from a social agency or otherwise, and "us", "we" and "our" refers to Calgary Food Bank.

Personal Information We Collect

Your personal information is any information that identifies you as an individual. In this section, we explain what personal information we collect from you and the purposes for which we collect that information.

Calgary Food Bank collects personal information to operate effectively and to provide you with the best experience possible using our Services. Your personal information may be collected directly, such as when you request a hamper by phone, on a walk-in basis, or on written request forms. Your personal information may also be collected indirectly, such as when you request a hamper through an agency referral. For example, the personal information collected indirectly from agencies may be collected through:

- Online referrals for food hampers for the agency's clients; and
- Faxed referrals for food hampers for the agency's clients

Your personal information, whether provided directly by you or indirectly through a social agency, is protected according to the practices described in this Privacy Policy.

The personal information we collect includes the following:

- **Name and contact information.** Your first, middle, and last name, address, postal address, numbers on personal identification cards, and phone number. If you choose to have your food hamper delivered to you by a volunteer driver organized through the Calgary Food Bank, your name and address may be disclosed to the volunteer driver to allow him or her to provide you with your hamper.
- **Demographic information.** Information about your age, gender, and pregnancy, if any.
- **Net Income.** Information about your expenses, income, and primary income source.
- **Referrals.** Information about any social agency you have been referred to or by whom you were referred to receive a hamper.
- **Notes and comments.** Information about any specific requests made by yourself or an agency worker regarding a hamper, any extraordinary circumstances warranting exceptions or any untoward/threatening behaviour shown.
- **Additional information.** Information about the number of years you have lived in Calgary and Canada.
- **Feedback surveys.** Information you provide to us through feedback surveys.

- **Personal ID.** If someone other than you will be picking up a food hamper on your behalf, you will be sent an automated email prompting you to upload a copy of a unique form of personal identification (**Personal ID**), as well as the Personal IDs of any other individuals at your household who will be sharing your food hamper, to a secure Calgary Food Bank site. Personal IDs can include, for example, a SIN card, Alberta Health Number, driver's license, passport, a utility statement, student identification card, or any other form of valid identification. We temporarily collect these Personal IDs to verify your identity and the identities of those sharing your hamper so as to ensure that you receive the food hamper you requested. Once your identity and the identities of those sharing your hamper have been verified, we will permanently delete the copies of Personal ID that you uploaded to the secure site.

We may record conversations we have with you when you contact us, such as by phone or walk-in.

Why We Collect Your Personal Information

Calgary Food Bank uses your personal information to effectively provide you with the Services we offer. The overarching purpose for collecting your personal information is to empower Calgary Food Bank in understanding and addressing the root cause of your food insecurity. Calgary Food Bank uses your personal information for five main purposes: (1) to determine the size of your hamper and its contents as outlined in Canada's food guide, (2) to determine your eligibility to receive the food hamper, (3) to facilitate the pick-up or delivery of your food hamper; (4) to deter fraud; for example, your Personal ID is collected to prevent individuals from fraudulently claiming hampers in your name, and (5) to understand the trends and needs of our communities; for example, evaluating need for a new satellite depot in a certain geographic zone.

How We Protect Your Personal Information

Calgary Food Bank uses technological safeguards to protect your personal information. For example, when an agency submits an online referral, our advanced security technology encrypts and scrambles the information (including your name, phone number, and address) before it is sent to us, to prevent anyone other than Calgary Food Bank from accessing that personal information.

We will only retain your personal information for as long as necessary to fulfill the purposes for which we collected it, including for the purpose of satisfying any legal, accounting, or reporting requirements. All retained personal information will remain subject to the terms of this Privacy Policy.

How We Disclose Your Personal Information

Your personal information is stored on-site and is not accessed by a web hosting company or any third parties.

However, if you choose to have your food hamper delivered to you by a volunteer driver organized through the Calgary Food Bank, your name and address may be disclosed to the volunteer driver to allow him or her to provide you with your hamper.

In addition, we may use or disclose the personal information that you provide to us if we are under a duty to disclose or share your personal information to comply with (or where we believe we are under a duty to comply with) any applicable legal obligation, or to enforce any agreement we have with you. We may also use or disclose your personal information in response to a search warrant or other legally valid inquiry or order, or to another organization for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud, or as otherwise required or permitted by applicable law or legal process. Your personal information may also be used or disclosed where necessary or desirable for the establishment, exercise or defence of legal claims and to investigate or prevent actual or suspected loss or harm to persons or property.

Accessing or Correcting Your Personal Information

You have the right to access, update and correct inaccuracies in your personal information in our custody or under our control, subject to certain exceptions prescribed by law. You may request access to your personal information in Calgary Food Bank's custody or control, or request that your personal information be updated or corrected, by emailing or writing to us at the contact information set out below. We may request certain personal information from you to verify the identity of the person seeking access to the personal information and may restrict access to personal information as required or permitted by applicable law.

Updates to this Privacy Policy

This Privacy Policy is current as of the "Last Updated" date, located at the end of this Privacy Policy. Your continued use of the Services after any change to our Privacy Policy will constitute your acceptance of the revised terms of this Privacy Policy. We may update this Privacy Policy from time to time as required to reflect changes to our privacy practices. We encourage you to periodically review this page for the latest information on our privacy practices.

Questions or Complaints

We welcome your comments, concerns and questions regarding this Privacy Policy and the use of your personal information. If you would like access to your personal information, if you have any comments, questions or requests relating to our collection, use, or disclosure of your personal information, or if you find any errors in our information about you, please contact us at:

Chief Privacy Officer

info@calgaryfoodbank.com

Calgary Food Bank main address (5000 11 Street SE Calgary, AB T2H 2Y5) and phone number (403-253-2059).

Last Updated: April 20, 2020