

# Privacy Policy



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## Privacy Commitment

Drayton Area Community Food Bank Society (**DACFBS**) is committed to protecting the privacy of the personal information that you, as members, donors, volunteers, and stakeholders share with us. We value and respect the privacy and sensitivity of your personal information and wish to be transparent and accountable in how we manage and treat the personal information we hold. We take the issue of privacy very seriously.

## Personal Information

Personal information includes any information that specifically identifies or distinguishes you as an individual and is provided to or collected by the DACFBS. In distinguishing you as an individual, this can include your name, home address, age, gender, employment, and volunteer or donor history. Business contact information and certain publicly available information, such as names, addresses, and phone numbers published in a telephone directory are generally not considered personal information.

## Safeguards for Personal Information

DACFBS endeavors to maintain physical, technical, and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to prevent your personal information from loss and unauthorized access, copying, use, modification, or disclosure. On an ongoing basis, we educate our staff and volunteers about the safeguarding of personal information. Together, our safeguards and policies help ensure that your personal information is used appropriately and responsibly to achieve the purpose for which it was shared and collected from you.

## Collecting, Using and Disclosing Personal Information

Unless authorized or required by law, your personal information is only collected, used, and disclosed with your consent. We understand that, depending on the sensitivity and nature of your personal information, your consent may be written or verbal, express or implied. Upon giving us notice, your consent for any collection, use, or disclosure of your personal information can be

withdrawn at any time. In all instances, DACFBS personnel only collect, use, and disclose your personal information on a 'need-to-know' basis and only for such purposes that are reasonable.

We may collect personal information from you during various activities, for example for the purposes of fundraising events, projects, or campaigns. Your personal information may also be collected to process volunteers and members with the DACFBS, to process your gift and donation receipts, to forward information to you regarding the DACFBS, and ongoing fundraising activities, and to contact you to verify the accuracy of your information.

We use personal information for the purposes of managing our volunteer, donor, and recognition programs and for developing new programs. Quality assurance is important to us and information statistics assist us in being effective and resourceful with the resources and gifts provided to DACFBS for carrying out the mission and vision of the organization. Systems are in place, so client anonymity is safeguarded. We only gather and use aggregate (non-identifiable) information for the purposes of fundraising for DACFBS or advocacy for our mission.

In general, personal information is only disclosed for the purposes it was collected. We assure you that DACFBS does not sell our donor or volunteer lists to other organizations. Personal information can be disclosed without your consent if the information is publicly available. When processing in memoriam donations, it has been a reasonable expectation of the donor to have your name and address forwarded to the next of kin, or to the individual(s) you identify to us, to inform them of your thoughtful gift to DACFBS on behalf of their loved one.

### [Access to Your Personal Information](#)

You can ask to see the personal information that we hold about you. If you want to review, verify, or correct your personal information, please contact our office using the contact information set out below. Please note that any such communication must be in writing.

When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you. If you require assistance in preparing your request, please contact the office.

In the event that we cannot provide you with access to your personal information, we will endeavor to inform you of the reasons why, subject to any legal or regulatory restrictions.

### [Contact Information](#)

Questions, concerns, or complaints relating to DACFBS privacy policies for personal information? Please do not hesitate to contact us at [dvfoodbank@gmail.com](mailto:dvfoodbank@gmail.com)

## Updating of Privacy Policy

We are regularly reviewing our privacy practices for our various activities and will update our policies as required. Our website can be reviewed on an ongoing basis for our most up-to-date information.