

Our Privacy Policy

The Edmonton Food Bank is committed to protecting and respecting the privacy of the personal information of its clients, staff, donors, volunteers, and Board members. The Edmonton Food Bank manages personal information in accordance with the applicable laws and regulations governing that information.

What personal information do we collect?

The Edmonton Food Bank only collects personal information that is needed for the purposes of providing services to our clients, or acknowledging our donors, volunteers, and Board members.

Personal information means information that can identify an individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

We inform our clients, staff, donors, volunteers, and Board members, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when information is volunteered for an established purpose (e.g., producing a credit card to provide a donation when the information will be used only to process the payment).

Consent

We ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume your consent in cases where you volunteer information for an established purpose. Without your consent, we may not be able to provide certain services if you are unwilling to provide your consent.

Where express consent is needed, we will normally ask you to provide your consent orally (in person, by telephone), or in writing (by signing a consent form).

We assume your consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

In cases that do not involve sensitive personal information, we may rely on "opt-out" consent. We will communicate with you when these circumstances apply.

A client, staff, donor, volunteer, or Board member may withdraw their consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfill our legal obligations.

How do we use and disclose personal information?

We use and disclose personal information of our clients, staff, donors, volunteers, and Board members only for the purpose for which the information was collected, except as authorized by law.

How do we safeguard personal information?

We will make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with the Edmonton Food Bank. If you are aware of an error in our information about you, please let us know and we will correct it.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

We retain personal information only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

Access to records containing personal information

Individuals have a right to access their own personal information in a record that is in the custody or under the control of the Edmonton Food Bank, unless we are required by law to refuse such a request. You may make a request for access to your personal information by writing to us.

Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by the Edmonton Food Bank please contact us by phone at 780.425.2133, or by e-mail info@edmontonsfoodbank.com.

