



## Policy

The Petawawa Pantry respects the privacy of all our clients, donors and site visitors and complies with all aspects of Canada's Personal Information and Electronic Documents Act (PIPEDA), which includes the Ten Privacy Principles outlined in the Canadian Standards Association Model Code for the Protection of Personal Privacy. The only personal information that we gather from clients, donors and site visitors is that which you voluntarily provide.

By using our site or services and providing the requested information to us, you consent to the collection, use and storage of your personal information in the manner described herein.

## Site Visitors

The Petawawa Pantry does not track visitors through the use of cookies and any general statistics gathered from our site traffic are used only for our own purposes. We do not request site visitors to provide any personal information in order to contact us or to be added to our newsletter, unless specifically requested by the visitor.

If you do choose to provide us with personal information through any form present on this site, this information will not be shared or distributed to any third party.

## Donors

The Petawawa Pantry will only request specific information from you in order to complete a donation transaction. Your information is added to our donor database, but this information will not be sold, traded or otherwise distributed to any other organization or companies. We do not use your personal information to conduct direct mail or phone solicitation campaigns.

The Petawawa Pantry uses advanced security to help protect your personal information. Our electronic donation service is secured with SSL encryption. All sensitive online information collected is secured via SSL encryption and protected by a firewall. Certain information submitted through electronic donation is shared with other parties necessary to complete credit card transactions, including, without limitation, credit card companies, credit card clearing houses and processors, and financial institutions. The parties mentioned in the above sentence are responsible for their own privacy policies and for maintaining privacy and confidentiality for all information provided to them. If a user has any questions or concerns about the privacy policies of those parties, it must contact such parties.

The Petawawa Pantry complies with Canada's Anti-Spam Law (CASL). To that end, we will ensure that electronic messages (e.g., e-mail, texts) that are sent in connection with a 'commercial activity' (certified electronic messages or CEM) have received consent from the recipients before sending such messages. In

accordance with CASL, consent may be explicit or implicit (if an existing business or non-business relationship exists, or if recipients conspicuously publish their electronic contact information or voluntarily disclose it without indicating they don't want to receive communications). Note, under CASL, as a registered charity, CEMs sent with the primary purpose to raise funds are exempt.

## **Clients**

The Petawawa Pantry will only request specific information from you in order to process your request for food related assistance. Your information is added to our client database and held in the strictest confidence. This information will not be sold, traded or otherwise distributed to any other organization or third party. We do not share your information with governments, including Ontario Works or Citizenship and Immigration Canada. We use your information to keep track of client visits, for research and for advocacy purposes. We also use it to plan where additional food programs are required.

From time to time, we may share information with Feed Ontario and Food Banks Canada, as well as research partners so we can advocate to the government policies that benefit clients. The information we share is aggregated data on the demographics of food bank uses. We do not share any individual or personal information.

## **Breach of Security**

In the unlikely event of a breach in security, The Petawawa Pantry may be bound by the Breach of Security Safeguards Regulations under PIPEDA. In the event of becoming aware of a breach in security that poses a real risk of significant harm to users, The Petawawa Pantry will inform affected users of the breach as directly and soon as possible. The Petawawa Pantry will endeavor to provide as much required information under the Regulations to affected users as possible. The Petawawa Pantry is also committed to informing the Privacy Commissioner of any such breach. We will keep a record of any breach in security for 24 months.

## **Privacy Principles**

### **1. Accountability**

We are responsible for all personal information in our possession, and we keep your personal information in the strictest confidence.

### **2. Identifying Purposes**

We obtain and record personal information only for specific purposes that we disclose to you.

### **3. Consent**

We collect, use or disclose your personal information only with your permission.

### **4. Limiting Collection**

Information we collect from you is for the purposes identified at the time of collection.

## 5. Limiting Use, Disclosure, and Retention

We will keep your personal information only as long as necessary for the purposes for which it had been obtained. The Petawawa Pantry has developed guidelines and procedures for the disposal/destruction of personal information once its original purposes have been fulfilled. The Petawawa Pantry may share personal information with third parties engaged to assist us in providing our services, any parties will be contractually bound to protect your personal information.

## 6. Accuracy

We make our best efforts to ensure that all personal information is accurate, complete, and up-to-date. You may seek a correction for any information that you find to be incomplete or incorrect.

## 7. Safeguards

Access to your personal information is protected by safeguards appropriate to the sensitivity of that information and the method of collection. All of our staff members are made aware of the need to maintain strict confidentiality of all personal information.

## 8. Openness

The Petawawa Pantry will readily provide you information about our policies and practices, in a form that is easy to understand.

## 9. Individual Access

We allow you access to your personal information.

## 10. Challenging Compliance

Questions, concerns or complaints relating to the Petawawa Pantry's privacy policy on the treatment of personal information can be directed to the Board President by e-mail:

[petawawapantryfoodbank@gmail.com](mailto:petawawapantryfoodbank@gmail.com)

or in writing to:

Board President

Petawawa Pantry

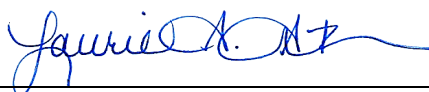
3468-B Petawawa Blvd,

Petawawa, ON K8H 1X3.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada <https://www.priv.gc.ca/en>

Approved by the Petawawa Pantry Board of Directors

Laurie Alton, President



Date: 2024 February 12

Record of Amendments		
Loc	Item	Approval Date
10	Insertion of primary contact as Board President, Insert CASL paragraph, Insert Breach of Security Para	April 15, 2024 BOD Meeting