



GOVERNANCE AND ADMINISTRATION

PRIVACY STATEMENT – 1.12

Privacy Statement

At the Richmond Hill Community Food Bank, we are committed to protecting the privacy, confidentiality and security of the personal information of the clients and families we serve. We recognize the importance of transparency in how we collect, use and store personal information and are committed to handling it in accordance with federal and Ontario privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and, where applicable, the Freedom of Information and Protection of Privacy Act (FIPPA). This Privacy Statement is posted on our website at www.richmondhillcommunityfoodbank.ca.

The Information We Collect:

We may collect personal information from you, such as:

- Full name

Approved by the Board July 30, 2025

Board Minute 4(vi)

- Address
- Date of birth
- Household composition
- Employment
- Dietary and health-related food needs
- Contact information (address, phone number)
- Demographic information (language, immigration status, etc) for program and reporting purposes.

Why We Collect This Information:

We collect your personal information to:

- Assess your eligibility for our food bank services
- Maintain accurate records of services provided
- Help us in our strategic planning
- Report anonymized data to funders or stakeholders
- Issue Tax Receipts and process payments
- Communicate with you regarding our services and changes to services
- Meet legal, regulatory and funding requirements

How We Use and Share Your Information

We keep your information in the strictest confidence. Your information will only be accessed by authorized staff and volunteers who need the information to perform their duties. We do not sell or trade personal information.

We may share anonymized and aggregated data with our partners, government agencies or funders for statistical and reporting purposes. Identifiable personal information will only be shared with your explicit consent or as required by law (e.g. in emergencies or to comply with a court order).

Consent

By using our services, you are providing consent for the Richmond Hill Community Food Bank to collect, use and retain your personal information as outlined in this Privacy Statement. We will obtain your express consent whenever possible and practicable. You may withdraw your consent at any time, subject to legal restrictions, by contacting us at info@rhfoodbank.ca.

How We Store and Protect Your Information

We take all reasonable steps to protect your personal information from unauthorized access, loss, theft or misuse. This includes:

- Secure physical and digital storage systems
- Limiting access to authorized personnel only
- Regular staff and volunteer training on privacy and confidentiality.

Personal information is only retained as long as necessary to fulfill the purposes outlined in this Statement or as required by law. Once no longer needed, it will be securely destroyed or anonymized.

Accessing or Correcting Your Information

You have the right to request access to your personal information and to request corrections if you believe your information is inaccurate or incomplete by contacting us at info@rhfoodbank.ca

Questions or Concerns

If you have questions or concerns about your privacy, please contact us at info@rhfoodbank.ca