

CALGARY FOOD BANK

CLIENT PRIVACY POLICY

POLICY STATEMENT

The Calgary Food Bank is committed to protecting your privacy and the confidentiality of your personal information. This Privacy Policy sets out how the Calgary Food Bank collects, uses, discloses, and safeguards your personal information in connection with the provision of the 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 the 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.

The Calgary Food Bank collects personal information to operate effectively and to provide you with the best experience possible. 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 a partner organization who has your information requests a food hamper on your behalf.

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:

1. **Contact information:**
 - a. First, middle, and last name
 - b. Home address, postal code, phone number, and email address
2. **Demographic Information:**
 - a. Gender
 - b. Birthdate
 - c. Ethnicity
 - d. Immigration status
3. **Income:**
 - a. Monthly gross income
 - b. Primary income source(s)
4. **Referrals:** Information about any social agency you have been referred to or by whom you were referred to receive a hamper.
5. **Additional Information:** Information about how long you have lived in Calgary and Canada.

CALGARY FOOD BANK

6. **Feedback Surveys:** Information you provide to us through feedback surveys.

Information shared with partners or Calgary Food Bank representatives:

1. **Contact Information:**
 - a. Name, phone number
2. **Additional Information:** Any other details that may be necessary to share with partners or Calgary Food Bank representatives requires specific client consent which will be obtained when scheduling services.

WHY WE COLLECT YOUR PERSONAL INFORMATION

The Calgary Food Bank uses your personal information to effectively provide you with the Services we offer. The Calgary Food Bank uses your personal information for five main purposes:

1. To determine the size of your hamper and its contents.
2. To determine your eligibility to receive the food hamper.
3. To facilitate the pick-up or delivery of your food hamper.
4. To confirm your identity. For example: your government issued ID is verified to prevent individuals from fraudulently claiming hampers in your name.
5. To understand the trends and needs of our communities. For example, evaluating need for a new branch in a certain geographic zone.

HOW WE PROTECT YOUR PERSONAL INFORMATION

Your personal information is stored in Canada using industry best-practices. Your information is never shared or sold to a third-party excepting the following example:

- If you request a food hamper to be delivered to you or if you request it to be picked up at a location not operated by the Calgary Food Bank your personal information will be shared with the operators of the third-party location only for the purposes of serving you.

If your information is used for research that will be communicated to the public, community, and/or research partners it will be aggregated and anonymized. Personal data will only be shared if requested under legal obligation.

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 the 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.

CALGARY FOOD BANK

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 Operations Officer

info@calgaryfoodbank.com

5000 11 Street SE Calgary, AB T2H 2Y5

403-253-2059

Last Updated: August 2025