



Feed the Need in Durham Privacy Policy Statement

Feed the Need in Durham respects the privacy of our staff, volunteers and donors and we are committed to keeping your personal information accurate, confidential, secure and private. Feed the Need in Durham does not sell, rent, or trade its mailing lists.

1. Policy

- 1.1. Feed the Need in Durham and its personnel will take all reasonable steps to maintain the confidentiality of all confidential organizational and personal information.
- 1.2. Feed the Need in Durham and its personnel will respect and protect the privacy of personal information by complying with the 10 privacy principles required by the *Personal Information Protection and Electronic Documents Act (PIPEDA)*, as follows:
 - a) Accountability – we are responsible for all personal information in our possession, and we keep your personal information in the strictest confidence.
 - b) Identifying Purposes – we obtain and record personal information only for specific purposes that we disclose to you.
 - c) Consent – we collect, use or disclose your personal information only with your permission.
 - d) Limiting collection – information we collect from you is for the purposes identified at the time of collection.
 - e) 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. Feed the Need in Durham has developed guidelines and procedures for the disposal/destruction of personal information once its original purposes have been fulfilled.
 - f) 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.
 - g) Safeguards – Access to your personal information is protected by safeguards appropriate to the sensitivity of that information and the method of collection.
 - h) Openness – Feed the Need in Durham will readily make available to you information about our policies and practices, in a form that is simple and easy to understand.
 - i) Individual Access – we allow you access to your personal information.
 - j) Challenging Compliance – You may make a privacy complaint to Feed the Need in Durham at any time by contacting the Privacy Officer listed below. All complaints are investigated

and, should a complaint be justified, Feed the Need in Durham will take all appropriate steps required to rectify the situation.

- 1.3. Feed the Need in Durham will maintain a privacy policy for distribution to members, donors, clients and other interested parties, and will post this policy on its website. The policy will include references to:
 - a. Restrictions placed on disclosure.
 - b. Time limits for holding personal information collected and the commitment to destroying unneeded personal information.
 - c. The process by which individuals may access their personal information.
- 1.4. Feed the Need in Durham will maintain high standard of physical and electronic security wherever information is being handled.
- 1.5. The Feed the Need in Durham Privacy Officer is: **Ben Earle**, ben@ftnd.ca, **905-571-3863**.

All requests for access to personal information and all contact with the Privacy Commissioner of Canada will go through the Privacy Officer.

- 1.6. Employees have a right to understand, access and correct their personal information. Employee personal information collected, used or disclosed will be subject to the same care and conditions as outlined for other personal information.
- 1.7. Unless otherwise permitted by law, Feed the Need in Durham will collect from donors only that personal information for which it has obtained valid consent.
- 1.8. Unless otherwise permitted by law, Feed the Need in Durham will use and disclose personal information only for those purposes for which consent has been obtained.
- 1.9. Feed the Need in Durham will maintain its store of personal donor information in a secure fashion.
- 1.10. Feed the Need in Durham will not sell or trade information regarding a donor for any purpose.
- 1.11. Feed the Need in Durham will maintain policies and procedures to address breaches of security safeguards (i.e. security breaches), as required by law and best practices.

For more information, questions or concerns, please contact Feed the Need in Durham's Privacy Officer:

Ben Earle

Tel: 905-431-8657

Email: ben@ftnd.ca

Feed the Need in Durham, 371-A Marwood Drive, Oshawa, Ontario, L1H 7P8