***Markham Food Bank***

Privacy Statement

Markhan Food Bank respects the privacy of our volunteers, partners, donors, and website users. The purpose of this Privacy Statement is to inform you about our privacy practices, including how we collect, use, and disclose your personal information.

**What This Privacy Statement Covers**

This Privacy Statement covers the following topics:

* Personal Information We Collect
* How We Use Your Personal Information
* How We Share Your Personal Information
* Your Consent to the Collection, Use, and Disclosure of Your Personal Information
* Opting Out of Marketing Communications
* Retention, Storage, and International Transfer of Personal Information
* Information Security
* Accessing and Updating Your Personal Information
* Third-Party Websites and Services
* Changes to this Privacy Statement
* How to Contact Us

**Personal Information We Collect**

In this Privacy Statement, “personal information” means information about an identifiable individual as described under Canadian privacy laws.

Generally, personal information does not include any business contact information that is solely used to communicate with you in relation to your employment, business or profession, such as your name, position name or title, work address, work telephone number, work fax number or work e-mail address.

We may collect, use, and disclose different types of personal information, depending on our relationship with you. Generally, we collect the following types of personal information (not all of which may apply to you):

* identity information, such as your first and last name
* contact information, such as your e-mail address, billing address, and telephone numbers
* comments, opinions or feedback you provide to us about our programs and services
* information that you provide when you interact with us on social media, such as your username, comments, and photos
* event participation information, such as your enrollment and attendance at our events
* marketing and communications information, such as your preferences for receiving our newsletter
* technical and usage information when you use our website, such as your internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system, and platform and other technology on the devices you use to access our websit

**How We Use Your Personal Information**

We generally use your personal information for the following purposes:

* to process your donation and issue tax receipts
* to communicate with you through our newsletter or other communications
* if you visit our website, to administer and improve your use of the website
* to respond to your inquiries or requests
* to manage our operations
* if you visit our premises, to ensure your safety and security (which may include video surveillance)
* to improve the effectiveness and efficiency of our operations, services, and programs, including to detect and prevent errors and fraud
* to investigate legal claims and protect our rights, operations, or property
* for such other purposes as you may consent to from time to time
* as otherwise required or permitted by law

We do not use your personal information to engage in interest-based or behavioral advertising of our services across third-party websites or service offerings. Markham Food Bank does not sell, rent, or trade its mailing lists.

You have a variety of tools to control the information collected by cookies, web beacons, and similar technologies when you use our website. For example, you can use controls in your internet browser to limit how the websites you visit are able to use cookies and to withdraw your consent by clearing or blocking cookies.

**How We Share Your Personal Information**

We generally identify to whom, and for what purposes, we will disclose your personal information (and we obtain your consent to such disclosure) at the time we collect your personal information.

We may disclose your information when we believe such disclosure is required or permitted by law.

We rely on service providers to perform a variety of services on our behalf, such as payment card processors, technical support providers, and data storage and processing service providers. If we transfer your personal information to a service provider, we require that they maintain the confidentiality of your personal information and keep it secure. We also require that our service providers comply with applicable privacy laws and only use your personal information for the limited purposes for which it is provided.

**Your Consent to the Collection, Use, and Disclosure of Your Personal Information**

We collect, use, and disclose your personal information with your consent or as permitted or required by law. How we obtain your consent, including whether it is express or implied, will depend on the circumstances and the sensitivity of the personal information in question.

If you provide personal information about another individual to us, we ask that you first obtain the consent of that individual.

If you wish to withdraw your consent to our collection, use, or disclosure of your personal information, please contact us using the contact information in the “How to Contact Us” section below. We will accommodate your request to withdraw consent, subject to legal or contractual restrictions. Withdrawal of your consent may mean that we will no longer be able to provide you with certain services.

# Opting Out of Marketing Communications

If you no longer want to receive our newsletter or other e-mail updates from us, you may opt out by clicking the “unsubscribe” link at the bottom of any e-mail you receive from us. You may also opt out by contacting us directly using the contact information in the “How to Contact Us” section below.

Please note that if you opt out from receiving our newsletter or other e-mail updates, we may still need to send you communications about your donations, your use of our services or other matters.

# Retention, Storage, and International Transfer of Personal Information

We will retain your personal information for as long as necessary to fulfill the purposes for which we collected it, and as permitted or required by law.

We may transfer your personal information outside of Canada to fulfil the purpose for which we collected it, including for processing and storage by service providers. While your personal information is outside of Canada, it is subject to the laws of the country in which it is located, which may have different data protection laws than Canada. Those laws may require disclosure of your personal information to authorities in that country.

**Information Security**

We have implemented physical, organizational, contractual, and technological security measures in an effort to protect your personal information from loss or theft, unauthorized access, use, or disclosure. For example:

* we restrict access to your personal information to those volunteers or agents who need access for authorized purposes
* we protect personal information in electronic form using technological means such as firewalls, access controls, and encryption

Despite these measures, we cannot guarantee that our safeguards will always be effective. A breach of security safeguards can result in such risks as phishing and identity theft. In such cases, we will act to mitigate the risks and to inform you where there is a real risk of significant harm, or as otherwise required by law.

If you have reason to believe that your personal information is no longer secure, please contact us immediately using the contact information in the “How to Contact Us” section below.

**Updating Your Personal Information and Access Requests**

We expect you to supply us with updates to your personal information, when required. We will not routinely update your personal information unless such a process is necessary. You may make a request to review personal information about you that we have collected, used, or disclosed, in which case we will make reasonable efforts to comply with your request. You may also dispute the accuracy or completeness of your personal information in our records. We may require that you provide sufficient identification to fulfill your request to access or correct your personal information.

# Third-Party Websites and Services

We may provide links to third-party websites for your convenience and information. We may also make opportunities available to you to use or receive other products or services from third parties with different privacy practices. Those other websites, products, or services are governed by the privacy statements and policies of the respective third party. This Privacy Statement does not extend to any websites, products, or services provided by third parties. We do not assume responsibility for the privacy practices of third parties and we encourage you to review all third-party privacy statements prior to using third-party websites, products, or services.

**Changes to this Privacy Statement**

The Privacy Statement was last revised as of the date that appears at the top of this page. To review a summary of recent changes, click here.

From time to time, we may make changes to this Privacy Statement. When changes are made, they will become immediately effective when published in a revised Privacy Statement posted on our website, unless otherwise noted. We may also communicate the changes to this Privacy Statement by other means.

# How to Contact Us

All comments, questions, concerns, or requests regarding your personal information or our privacy practices should be forwarded to our President at 905-472-2437or markhamfoodbank@yahoo.ca.