



## GENERAL PRIVACY AND CONFIDENTIALITY POLICY:

Meaford Food Bank and Outreach respects the privacy of our staff, volunteers and donors. We are committed to keeping your personal information accurate, confidential, secure and private.

Meaford Food Bank and Outreach does not sell, rent, or trade its mailing lists.

The Meaford Food Bank and Outreach Privacy Policy is based on, and complies with, Canada's Personal Information Protection 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 ten Privacy Principles are:

- 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.
- 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.
- 8. Openness** – We will readily make available to you information about our policies and practices, in a form that is simple and easy to understand.
- 9. Individual Access** – We allow you access to your personal information.
- 10. Challenging Compliance** – You may make a privacy complaint to Meaford Food Bank and Outreach at any time by contacting the President. All complaints are investigated and, should a complaint be justified, Meaford Food Bank and Outreach will take all appropriate steps required to rectify the situation.