



Policy:	COLLECTION OF INFORMATION & PRIVACY
Date Approved:	Jan 28, 2025

Collection of Information Privacy Policy

The Don't Go Hungry Program (DGH) respects the privacy of our staff, volunteers, donors, and community members. We are committed to keeping your personal information accurate, confidential, secure and private. The Don't Go Hungry Program does not share, sell, rent, or trade its mailing lists or any other personal information collected.

DGH's Privacy Policy is based on The Daily Bread's Privacy Policy¹ 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 has been obtained. DGH has developed guidelines and procedures for the disposal/destruction of personal information once its original purposes have been fulfilled.
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.

¹ For more information about this legislation please contact Daily Bread's Privacy Officer

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** – DGH will readily make available 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** – anyone may make a privacy complaint to DGH at any time by contacting a member of the Site Coordinator Team. All complaints will be investigated and, should a complaint be justified, DGH will take all appropriate steps required to rectify the situation.

Collection of Information

DGH commits to protecting all personal information within our best reasonable capacity and we take the following safeguarding measures to keep information safe and confidential:

Volunteer Personal Information:

- All volunteers must sign a confidentiality agreement before starting to volunteer at DGH.
- Personal information cannot be shared without consent with someone outside of DGH, or with volunteers other than those with permission.
- Site Coordinators and Station Leads are not to give out volunteer information without the volunteer's consent.

Access to Information:

- Personal information is stored in a computerized database. It can only be accessed by staff and/or volunteers who are registered as system operators and have a password.
- Any hard copies of personal information collected at DGH will be stored in a locked filing cabinet that is only accessible by the Site Coordinator Team, or those authorized by the Site Coordinator Team to view it.
- The only people who have access to information are those responsible for recording and maintaining records of personal information.

Program Communication information:

- DGH program information (i.e., for example information about community members having hampers delivered to their homes) cannot be stored on Volunteer and Staff personal devices.
- For Drivers supporting the delivery program, only basic information will be provided in hard copy and will be returned to the DGH office after the deliveries are complete.
- Emails to and from the members of the Site Coordinator Team are considered confidential and cannot be shared without the permission of the sender.

- Emails to Station Leads and other volunteers from the Site Coordinator Team are considered confidential and cannot be shared with Volunteers unless the Site Coordinator Team requests this.
- When using email ensure that the communication is only going to those that are authorized to view it.