Privacy & Confidentiality Policy

Purpose:

At the Lake Country Food Assistance Society, we are committed to protecting the privacy and confidentiality of our clients, donors, volunteers, and partners.

This policy is ensures that information received or observed about members, clients, employees, staff, volunteers, donors, partners and board members, as well as the affairs and operations of the Lake Country Food Assistance Society are considered strictly confidential, privileged and to be disclosed only when necessary for the administration and operation of the Lake Country Food Assistance Society and when properly authorized to do so and in accordance with the PIPA (Personal Information and Privacy Act)

Scope:

This policy applies to anyone accessing the services of the Lake Country Food Assistance Society, and their families, our employees and volunteers, donors, supporters and partners, suppliers and other organizations with whom we conduct business, and the Board of Directors of the Lake Country Food Bank Assistance Society.

Commitments:

The privacy and confidentiality of personal information is any information received or observed about an identifiable individual, such as information that can be used to distinguish, identify, or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual (e.g., name, address, phone number, and e-mail address).

As an organization, we are individually and collectively bound by the following commitments.

1. I will not discuss observations, documentation, or other sensitive or confidential information to which I have access, with any person unless directly required for the administration or operation of the Society. When required by law, I may be directed by my supervisor to disclose certain information to the appropriate authorities where it pertains to the safety or well-being of a child or other individual.

2. I will conduct myself in such a way as to ensure anyone accessing our services is treated with the utmost dignity, respect and privacy. This includes speaking and operating

3. within the physical constraints of our operations in such a way that ensures names and identities are kept private from anyone within proximity.

4. I understand that failure to comply with any part of this Confidentiality Agreement may result in dismissal or other legal action undertaken against me.

These commitments form a Confidentiality Agreement which is a tenant of our Privacy and Confidentiality Policy.

Electronic Communications:

The Lake Country Food Assistance Society may send electronic newsletters and other electronic communications to clients, volunteers, donors, supporters, partners, and other individuals who have provided an email address to the Society and/or for whom the Society has an appropriate basis to send electronic communications. These communications may include information about the Society's programs, services, events, volunteer opportunities, fundraising activities, and other updates related to its work.

The Society may add individuals to its newsletter distribution list where they have provided express consent, where permitted by an existing business or non-business relationship, or where otherwise permitted by applicable privacy and anti-spam legislation. The Society will retain records of the basis for sending electronic communications, including express consent, volunteer relationships, business relationships, and other applicable permissions, where required.

Individuals may opt out of the Society's newsletter and other non-essential electronic communications at any time using the unsubscribe link in the communication or by contacting the Society. Opt-out requests will be processed promptly and in any event within 10 business days.

The Society will identify itself in electronic communications, provide contact information, and include a clear and functional unsubscribe mechanism for non-essential communications.

The Society may send essential service or safety communications when necessary, even if a recipient has opted out of the newsletter.

The Society does not sell, rent, or trade email addresses or other personal information. Email addresses may be shared only with service providers that assist the Society in delivering electronic communications, and only as necessary for that purpose. The Society will protect

email addresses and communication lists using appropriate administrative, technical, and physical safeguards, and will limit access to authorized staff, volunteers, or service providers who require it to perform their duties.

Individuals may contact the Society to ask what personal information it holds, request corrections, withdraw consent, or make a privacy complaint. The Society will respond in accordance with applicable privacy legislation.

Policy Implementation:

The Executive Director is responsible for ensuring that all staff, volunteers and board members of the Lake Country Food Assistance Society will sign and date our Confidentiality Agreement indicating that they fully understand and are bound by this Agreement. The Agreements will be executed annually and remain on file within the Lake Country Food Assistance Society office.

The Executive Director, or designate, is responsible for maintaining records related to electronic communications, ensuring unsubscribe requests are processed, and reviewing the Society's electronic communication practices.

Policy Review:

The Executive Director will ensure a review of this policy annually and shall report on or table any recommended changes or enhancements to the Board for their consideration.

Last Policy Approval:

This policy was reviewed and approved by the Board of Directors of the Lake Country Food Assistance Society Lake Country Food Bank in November 2026.