



# 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 within the physical constraints of our operations in such a way that ensures names and identities are kept private from anyone within proximity.
3. I understand that failure to comply with any part of this Confidentiality Agreement may result in dismissal or other legal action undertaken against me.



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

## **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.

## **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 last approved by the Board of Directors of the Lake Country Food Assistance Society Lake Country Food Bank on December 6, 2024.