



Caring, Sharing and Community Spirit

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## **BVFB PRIVACY POLICY**

The Bow Valley Food Bank is committed to protecting the privacy of its clients, donors, volunteers, employees and other stakeholders.

### **Donors:**

Donor personal information such as name, address, telephone number, or e-mail address is collected solely for the purposes of providing charitable donation receipts, thank you's and Food Bank information concerning programs, upcoming special events, volunteers opportunities or funding needs. We do not rent, sell or trade our mailing lists.

### **Clients:**

The Bow Valley Food Bank obtains clients' personal information in order to determine eligibility for our services. Such personal information may include name, address, telephone number, age, family situation, total household income and expense. Personal information gathered by the BVFB is kept confidential and is not shared with any other agencies or third parties, except as required by law.

### **Board Members / Volunteers / Staff:**

All who volunteer includes Board Members and works at the Bow Valley Food Bank are required to sign a confidentiality agreement to keep all client information confidential and to adhere to the Canadian Food Bank Code of Ethics. Personal information, such as full name, phone numbers and addresses of BVFB volunteers, staff and board members is considered confidential and will not be disclosed to any individuals.