Powell River Action Centre Society

Privacy and Confidentiality

Policy – 2024

The Powell River Action Centre Society – Food Bank is committed to safeguarding the personal information entrusted to us by our Food Bank Users, Volunteers, and Employees.
We manage your personal information in accordance with British Columbia legislation and other applicable laws.
This policy outlines that principles and practices we follow in protecting your personal information.

This Policy applies to the Powell River Action Centre Society – Food Bank and to any person providing services on our behalf. A copy of this policy is available on request and a copy of this policy is posted on the wall at the front door of the Food Bank.

Client Personal Information Policy:

Personal information means information about identifiable individuals. We collect only that information that we need to the purposes of providing services to our clints, including personal information regarding:

Family size – number of individuals living at the same address.
Proof of income – our mandate from Food Banks Canada and Food Banks BC requires that our Clients are living at, near, or below the poverty level.

This by no means means that we will turn someone away who is in need of food on a one-time basis.

We will inform our clients at the time of collecting information what the personal information will be used for and how it will be stored.
We will ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure is authorized by law, or in cases where you volunteer information for obvious purposes.

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask clients to provide their consent. We cannot provide food hampers on a continuous basis without your personal information.

A client may withdraw consent to the use and disclosure of personal information at any time unless the personal information is necessary for us to fulfil our legal obligations. We will respect your decision, but we may not be able to provide you with certain products and services if we do not have the necessary personal information.

We may collect, use, or disclose client personal information without consent only as authorized by law. For example, we may not request consent when the collection, use or disclosure is to determine suitability for an honour or award, or in an emergency that threatens life, health, or safety.

Volunteer and Employee Personal Information Policy:

Personal volunteer and employee information is personal information about an employee or volunteer which is collected, used or disclosed solely for the purposes of establishing, managing or terminating an employment relationship or a volunteer work relationship. Personal employee information may, in some circumstances, include a Social Insurance Number, a performance review, etc.

We can collect, use and disclose your personal volunteer and employee information without your consent only for the purposes of establishing, managing or ending the employment or volunteer relationship. We will provide current employees and volunteers with prior notice about what information we collect, use, or disclose and our purpose for doing so.

We collect, use, and disclose personal employee information to meet the following purposes:

Determining eligibility for employment or volunteer work, including verifying qualifications and references

- Assessing performance and managing performance issues if they arise.
- Establishing training and development requirements.
- Administering payroll and benefits. (for paid employees only)
- Processing employee work-related claim. For example: workers compensation, insurance claims.
- Complying with requirements of funding bodies.

We will inform our employees and volunteers of any new purpose for which we will collect, use, or disclose personal employee information, or we will obtain your consent, before or at the time the information is collected.
We will collect such information as:

Your name, address, phone number, email.
Your date of birth, occupation.
For payroll purposes, your SIN number.
Criminal Background checks.
Your resume, references, interview notes, performance evaluations, emergency contacts, and policy acknowledgement forms.
Any benefit information as relating to any short- or long-term disability, and any medical or dental benefits.

In some cases, after your employment or volunteer relationship with us ends, we will be contacted by other organizations and asked to provide a reference for you. It is our policy not to disclose personal information about our employees and volunteers to other organizations who request references without consent. The personal information we normally provide in a reference includes:

- Confirmation that an individual was an employee or volunteer, including the position, and date range of the employment or volunteering.
- General information about an individual's job duties and information about the employee or volunteer's ability to perform job duties and success in the employment or volunteer relationship.

Safeguarding Personal Information:

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information. We shred hard copy paper documents and permanently delete electronic files. M
We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected.

Access to Records:

Individuals have a right to access their own personal information in a record that is in the custody or under the control of Powell River Action Centre Society – Food Bank, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual.

A person may request access to their personal information by writing to the Chief Staff Person, You must provide sufficient information in your request to allow to identify the information you are seeking.

You may also request information about how we use and/or disclose your personal information. You may also request a correction of an error or omission in your personal information.

We will respond to your request within 30 calendar days. There is no fee associated with any request.

Questions Concerns, Complaints:

Questions, concerns and/or complaints can be made in writing to the Chief Staff Person or the Chair of the Board. Writing can include a handwritten or typed letter or an email.