



## **Peachland Food Bank (PLFB)** **Privacy and Confidentiality Policy & Procedure**

**Effective Date:** August 13, 2025

**Approved by:** Board of Directors

**Next Review Date:** August 2028

---

### **1. POLICY**

The Peachland Food Bank (PLFB) is a community-based charitable organization dedicated to helping individuals and families living with hunger. PLFB is committed to protecting the privacy and personal information of its clients, donors, volunteers, employees, and other stakeholders.

PLFB values the trust of those we serve and recognizes that maintaining this trust requires transparency and accountability in the collection, use, and disclosure of personal information.

Although most of PLFB's activities are non-commercial in nature and may not fall under the federal Personal Information Protection and Electronic Documents Act (PIPEDA), PLFB voluntarily abides by the 10 Privacy Principles of PIPEDA:

1. Accountability
2. Identifying Purposes
3. Consent
4. Limiting Collection
5. Limiting Use, Disclosure, and Retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual Access
10. Challenging Compliance

### **2. DEFINITIONS**

- **Collection** – Gathering or obtaining personal information by any means.
- **Consent** – Voluntary agreement to the collection, use, or disclosure of personal information. Consent may be express or implied.
- **Customer** – Any person who provides personal information to PLFB, including clients, donors, volunteers, suppliers, or contractors.
- **Disclosure** – Making personal information available to a third party.
- **Personal Information** – Information about an identifiable individual, including name, address, email, telephone number, age, or financial information. Business contact information (e.g., job title, business phone) is not considered personal information.

- **Worker** – Any individual who performs work for PLFB, including staff, contractors, and volunteers.

### 3. SCOPE

All PLFB workers must safeguard personal and business information of clients, donors, volunteers, vendors, suppliers, and contractors.

Key requirements:

- No personal information may be left visible to unauthorized individuals.
- Information must be secured when a worker leaves their work area.
- Access to files and databases is restricted to authorized personnel.
- Donor information may only be retained with explicit consent.
- Personal information will be retained as long as the file is active and for periods prescribed by law.
- Inactive files or unnecessary personal information will be securely shredded before disposal. Inactive files will be retained for seven (7) years, or two (2) years if an application/contract is rejected.
- Customers may choose not to provide certain information; however, lack of sufficient information may limit PLFB's ability to provide services.
- Personal information is the property of PLFB and must not be removed when a worker leaves the organization.
- Personal information is protected through physical, organizational, and technological safeguards, including password-protected electronic files.

### 4. ACCESS AND CORRECTION

Individuals may request access to their personal information, or information on disclosures, by submitting a written request to PLFB's Privacy Officer.

- Requests will be responded to within **60 days** once identity is verified.
- If information is inaccurate or incomplete, corrections will be made upon provision of supporting documentation.
- Consent to use personal information may be withdrawn at any time prior to approval of an application by submitting a written request.

### 5. WORKER INFORMATION

Personal information of PLFB workers will be accessed only by authorized personnel and used solely for purposes such as payroll, benefits, government reporting, or legal compliance.

### 6. COMPLAINT PROCESS

Individuals with concerns about PLFB's personal information handling practices may file a written complaint with the Privacy Officer.

- The Privacy Officer will promptly investigate and provide a written report of findings.
- If a complaint is found valid, corrective measures will be taken, including possible policy revisions.

## **7. PRIVACY OFFICER**

PLFB has appointed the following Privacy Officer:

### **Judy Bedford**

Privacy Officer – Peachland Food Bank

4775 4th Street

Peachland, BC V0H 1X6

Email: [peachlandfoodbank@gmail.com](mailto:peachlandfoodbank@gmail.com)

## **8. POLICY ADMINISTRATION**

- PLFB will review this policy every **three (3) years** to ensure compliance with legal and ethical standards.
- Management will ensure all workers are trained and familiar with this policy.
- Violations of this policy may result in disciplinary measures, including verbal or written warnings, suspension, or dismissal, depending on severity.