



## Policy

Policy Name	<b>Privacy and Confidentiality</b>		
Section	<b>1 – Governance &amp; Administration</b>		
Policy #	1.12	Effective Date	August 15, 2024
Approved by	Strathcona Food Bank Board of Directors	Approval Date	August 15, 2024

### 1.0 Policy Statement

The privacy & confidentiality of the operations of the Strathcona Food Bank (SFB) and Board, and the personal and professional information collected for use by the SFB must be maintained by all Board members, clients, volunteers, visitors, staff, and third-party contractors.

### 2.0 Definitions

Term	Definition
Board	The duly appointed Board of Directors of the Strathcona Food Bank (SFB).

### 3.0 Guiding Principles

**3.1** Given the sensitive personal information collected about visitors and those who use the SFB, a privacy & confidentiality policy is paramount to ensuring the smooth functioning of operations and comfortable use of service for visitors.

**3.2** To preserve the privacy and confidentiality of the operations and sensitive information of the SFB, Board members are required to:

- Not disclose information received as part of their duties on the Board;
- Not disclose the personal information, including names, addresses, contact information, and personal circumstances of clients of, or visitors to, the SFB;
- Not disclose information related to Board discussions outside of public communications issued by the Board;
- Not to use confidential information acquired through Board roles for personal purposes or for purposes outside of the direct operations of the SFB;
- Not make statements to the media without expressed Board approval;
- Not make audio or video recordings of clients, visitors, staff, volunteers, or Board members, without expressed authorization from the Board;
- Complete and sign the SFB Confidentiality Agreement.

**3.3** To preserve the privacy and confidentiality of those who use the SFB services, clients, volunteers, visitors, staff and third-party contractors are required to:

- Not disclose the personal information, including names, addresses, contact information, and personal circumstances, of visitors to, or clients of, the SFB;
- Not make audio or video recordings of clients, visitors, staff, volunteers, or Board members, without expressed authorization from the Board;



- Not use confidential information acquired through SFB roles for personal purposes or for purposes outside of the direct operations of the SFB;
- Only access information that is required to carry out assigned duties;
- Take measures to ensure Confidential Information is secure after use such as using secure passwords, not sharing passwords, shredding applicable documents and using locked drawers and cabinets;
- Complete and sign the SFB Confidentiality Agreement.

#### **4.0 Disclosure**

- 4.1** Some information pertaining to Board activities may be confidential, but it may be in the best interest of the SFB to release that information. Board members may request, in writing, the release or publication of certain confidential Board material, to be approved by majority vote of the Board.
- 4.2** Personal information of clients, visitors, volunteers, staff, or board members is not eligible to be released under disclosure.

#### **5.0 Breach of Confidentiality**

- 5.1** If a Board member, client, volunteer, staff member, or third-party is thought by the Board to have committed a violation of this policy, the Board may investigate the conduct of the individual.
- 5.2** The investigation must be conducted by a third-party (The Investigators), and a report produced for the Board's consideration. The Investigators may interview Board members, visitors, staff, clients, and volunteers as deemed necessary for the purposes of producing a thorough report.
- 5.3** The Investigators' report is non-binding, however upon receipt of the report, the Board will conduct a binding vote on disciplinary measures, if appropriate, as informed by the results of the report.

#### **6.0 Related Documents**

- 6.1** SFB Confidentiality Agreement