



## Privacy Policy

Effective Date: September 26, 2022

Halton Food Connect (“us”, “we”, or “our”) operates the <http://www.haltonfoodconnect.ca> website (hereinafter referred to as the “Service”) and administers the fulfillment of a monthly food delivery program (hereinafter referred to as the “Program”).

As a collaborative of registered Canadian charities working alongside Halton Region, we connect with Canadians and reflect the diversity of neighbours in the communities in which we serve. Serving neighbours in need is at the heart of what we do. In digital terms, this relationship translates to an exchange of data between you (our neighbour) and us (Halton Food Connect). We take great care in our management of data to ensure you have secure, engaging experiences when sharing or searching for information with us.

This Privacy Policy informs you of our policies regarding the collection, use and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service and Program. By using the Service, you agree to the collection and use of information in accordance with this policy.

Halton Food Connect holds and processes personal details in accordance with the Personal Information Protections and Electric Documents Act (PIPEDA) and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### **Definitions**

**Service** – Service is the <http://www.haltonfoodconnect.ca> website operated by Halton Food Connect.

**Program** – Program refers to the monthly food delivery program administered and fulfilled by Halton Food Connect.

**Personal Data** – Personal Data means data about a living individual who can be identified from those data (or from those or other information either in our possession or likely to come into our possession).

**Usage Data** – Usage Data is data collected automatically, either generated by the use of the Service, or from the Service infrastructure itself (for example, the duration of a page visit).

**Cookies** – Cookies are small files stored on your device (computer or mobile device).



## **Information Collection and Use**

We collect several different types of information for various purposes to provide and improve our Service to you.

### **Types of Data Collected**

#### **Personal Data**

While using our Service, we may ask you to provide us with certain personally identifiable information (“Personal Data”) that can be used to contact you and/or identify you (i.e., for the purpose of assessing program eligibility).

Personal Data includes your,

- first name and last name
- email address
- phone number
- address, city, province/state, postal/ZIP code
- Social Assistance Management Identification Number (SAMS ID)
- availability to receive deliveries
- food preferences and relevant health considerations
- feedback, complaints and/or inquiries
- cookies and usage data

Personal Data collected on this form will be used to verify your eligibility for the program and will be disclosed in coordination between Halton Food Connect and the Halton Region for this purpose.

#### **Usage Data**

We may also collect information on how the Service is accessed and used (“Usage Data”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g., IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

#### **Tracking & Cookies Data**

We use cookies and similar tracking technologies to track the activity on our Service.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.



Examples of Cookies we use include:

- Session Cookies – we use Session Cookies to operate our Service.
- Preference Cookies – we use Preference Cookies to remember your preferences and various settings.
- Security Cookies – we use Security Cookies for security purposes.

## **Use of Data**

Halton Food Connect uses collected data for various purposes, including:

- to provide and maintain our Service and Program.
- to notify you about changes to our Service and Program.
- to allow you to participate in interactive features of our Service when you choose to do so.
- to provide customer support.
- to gather analysis or valuable information so that we can improve our Service.
- to monitor the usage of our Service.
- to detect, prevent, and address technical issues.
- to contact you with news, special offers, marketing/promotional materials, referrals and other information that may be of interest to you.

You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us.

Furthermore, you may request that your Personal Data be removed from our servers at any time for any reason, by contacting us.

You acknowledge that the removal of your Personal Data from our servers would have an impact on the prerequisites required for us to deliver the Service and/or Program.

## **Disclosure of Data**

### **Disclosure for Law Enforcement**

Under certain circumstances, Halton Food Connect may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

### **Legal Requirements**

Halton Food Connect may disclose any or all of your Personal Data in the good faith belief that such action is necessary to:



- comply with a legal obligation.
- protect and defend the rights or property of Halton Food Connect.
- prevent or investigate possible wrongdoing in connection with the Service.
- protect the personal safety of users of the Service or the public.
- protect against legal liability.

## **Security of Data**

The security of your data is important to us, and we will follow all data security guidelines as set forward by PIPEDA. In the rare event that a data breach occurs, we will notify the affected party(s) as soon as possible.

## **Service Providers**

We may employ third party companies and individuals to facilitate our Service (“Service Providers”), provide the Service on our behalf, perform Service-related services or assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

## **Analytics**

We may use third-party Service Providers to monitor and analyze the use of our Service.

- Google Analytics – Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of making your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. This add-on prevents Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page at <http://policies.google.com/privacy?hl=en>.



## **Links to Other Sites**

Our Service may contain links to other sites that are not operated by us. If you click a third-party link, you will be directed to that third-party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

## **Children's Privacy**

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personal identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

## **Changes to this Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## **Contact Us**

If you have any questions about this Privacy Policy, please contact us by email at [contact@haltonfoodconnect.ca](mailto:contact@haltonfoodconnect.ca).