

# **The Houston Food Bank**

## **Web Site Privacy Policy**

Your right to privacy is very important to us. We recognize that providing us with personal information is an act of trust. Therefore, we have created a privacy policy to protect your personal information.

Questions regarding this statement should be directed to The Houston Food Bank by sending an e-mail message to [cferrell@houstonfoodbank.org](mailto:cferrell@houstonfoodbank.org). Please reference this privacy policy in your subject line.

### **Your Personal Information**

#### **Personal Information Collected**

In general, when you visit our web site and access information you remain anonymous. We do not require you to register or provide personal information to us to view our web site. You do have an option to join our mailing list on the web site, or to make a financial contribution and in both cases we collect contact information and if a contribution is involved, credit card information. Similarly, we collect information on individuals who may volunteer services or attend events.

#### **Why we collect personal data from clients**

We collect personal data from clients for the following reasons:

- **To Improve Our Programs:** We may use your information to improve our programs or activities. For example, our staff may look at information to review the quality of services that people receive.
- **To Do Research:** We may use your information for research and analysis. Any reports produced with the data will not identify your individual information. Our staff and volunteers will only share your information with qualified persons outside of our agency.
- **To Connect Clients with Other Programs:** At a client's request, we may share their personal information to see if they are eligible for other benefits or programs such as Social Security benefits or SNAP.
- **Houston Food Bank will not disclose personal data unless court ordered or compelled by law.** We are required by law to report any cases of suspected abuse or neglect of children or vulnerable adults. We are also required to share information about clients to law enforcement if they cause harm to a member of our staff, another client, or if they damage our property. We may also share personal information in case of a threat to the public, such as a natural disaster or potential danger to others.

When data is shared with third-parties The Houston Food Bank does not sell personal data or share it with unauthorized third-party vendors.

We may share data about food pantry participation with partner organizations for research purposes. We only share personal data with partner organizations who have signed a data sharing agreement and agree to keep personal data secure in accordance with our privacy and security policies.

Text messaging originator opt-in data and consent will not be shared with any third parties or partner organizations for marketing purposes.

### **What Information We Collect and How We Use That Information**

Our mailing list form requires users to give us contact information that may include name, e-mail address, format preference (HTML vs. plain text), physical address, interests, and similar information. We do not request or store sensitive information from our visitors, such as social security numbers. The credit card transaction available through our web site is handled by a secure, encrypted process provided by a third party processor under contract to The Houston Food Bank.

### **Use of Your Personal Information**

On a selective basis, personally identifiable information is used internally to identify recipients for written and e-mail communications designed to inform individuals of organizational updates, events, food drives, and campaigns for financial support. **You have the right to opt-out** of these mailings, and can do so by notifying The Houston Food Bank in writing of this preference. The Houston Food Bank never shares your personal information with outside organizations.

### **Internet Protocol Address**

An Internet Protocol (IP) address is a number that is automatically assigned to your computer when you use the Internet. We collect an IP address from all visitors to our web site. We use IP addresses to help diagnose problems with our server, administer our web site, analyze usage trends, track users' interactions with the web site, gather broad demographic information for aggregate use in order for us to improve the web site, and deliver customized, personalized content. IP addresses are not linked to personally identifiable information.

### **Links to Third-Party Web Sites**

We sometimes provide links to third party web sites existing outside of The Houston Food Bank. Since we do not control the content or functionality of these web sites, we encourage you to review the privacy policies posted on these third-party web sites. Any link from <http://houstonfoodbank.org> to such a third-party web site does not denote an affiliation with the web site or an endorsement of its viewpoint(s) or mission(s).

## **Security of Your Information**

### **Security**

All sensitive information (such as your credit card information) provided to The Houston Food Bank is transmitted using Secure Socket Layer (SSL) encryption. SSL is a proven coding system that lets your browser automatically encrypt, or scramble, data before you send it to us. We also protect account information by placing it on a secure portion of our web site that is only accessible by certain qualified employees of The Houston Food Bank.

Unfortunately, no data transmission over the Internet can ever be 100% secure. While we strive to protect your information to the fullest extent, we cannot ensure or completely guarantee the security of such information.

**Your Credit Card Information**

When you enter your credit card information into a form field on <http://houstonfoodbank.org> , your credit card information is encrypted and transmitted securely to The Houston Food Bank or to our third party processor. Neither The Houston Food Bank nor our third party processor store your credit card information on a permanent basis; your credit card information is only used for the duration of the transaction and is then deleted from our records.

We take the utmost precaution to keep your credit card information safe and secure. If you are uncomfortable submitting your credit card information online, you can also contribute to The Houston Food Bank by printing out the online form and mailing it to:

**Attn: Development The  
Houston Food Bank**  
535 Portwall St.  
Houston, TX 77029

You can also call our Development Office at 713-223-3700 to authorize a credit card transaction.

**Cookies****What are "Cookies"?**

Cookies are small files sent from a web server to your computer through your browser program.

A non-persistent cookie enables a web site to temporarily keep information on your computer as you travel from one page to another on our web site. This cookie is automatically deleted from your machine when you close your browser. Because these cookies are necessary to provide some functions, failure to allow such cookies may make some of the functions on our web site unavailable to you.

**Our Use of Cookies**

The Houston Food Bank uses cookies for various reasons. We only read information from the specific cookies that are written by our web sites. Cookies may be used to store some history about the parts of our web site that you visited to help you navigate our web sites more easily or to alert you to related pages on our web site that may interest you.

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