

The Houston Food Bank Donor Privacy Code

The Houston Food Bank respects your privacy. We protect your personal information and do not rent, sell or trade our mailing lists. Your name and address and other information you provide will be used to deliver services and to keep you informed and up to date on the activities of the Houston Food Bank, including programs, services, special events, funding needs, opportunities to volunteer or to give. If at any time you wish to be removed from any of our communications simply contact us by phone at 713-223-3700 or via e-mail at: donorservices@houstonfoodbank.org and we will gladly accommodate your request.

Our Commitment

Our organization is committed to protecting the privacy of the personal information of its employees, board members, agencies, donors, customers and other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities we gather and use personal information. In making a donation to Houston Food Bank, information will be collected that must remain private. Houston Food Bank is the sole owner of all information collected in the donation process. Houston Food Bank will not under any circumstance sell, share or rent your information in ways other than what we disclose in this statement.

Privacy Practices

Personal information gathered by our organization is kept in confidence. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected.

Website and Electronic Commerce

Please see Web / Internet Privacy Policy.

Personal Data

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.

Updating of Privacy Policy

We regularly review our privacy practices for our various activities, and update our policy. Please check with the Development Office at the Houston Food Bank for information on our most up-to-date practices.