

Food Bank for Larimer County

Data Privacy Policy

Revised 2024



When you donate, volunteer, visit our website, or shop at one of our Fresh Food Share no-cost markets, we collect information about you. Below describes clearly what we collect, how we collect it, and how we use the data.

1. Clients

We use a tool to confidentially collect and store client/shopper information. The software helps to determine demographic data and provides the Food Bank for Larimer County and its partners' information about hunger-relief efforts in our community.

a. What we collect:

When you visit for the first time, you may be asked some identifying information, such as: A photo ID, information about your income, address and other benefits received.

The above items are not required to obtain food, but they help us keep and maintain data, and therefore funding. The one exception is for those seeking enrollment and participation in the United State Dept. of Agriculture's Commodity Supplemental Food Program (CSFP). To obtain CSFP commodities, a photo ID is required.

b. What you can opt out of, and how to opt out:

If you do not want to provide your information or feel uncomfortable answering any questions, we respect that choice and will do our best to provide services to you no matter what.

2. Donors

Online and credit card donations are made through secure software that safely and confidentially collects and processes donor information.

a. What we collect:

Required information to donate: First Name, Last Name, Address, Email address, Billing Information. Optional phone number.

- i. For credit card donations, billing information includes credit card number, credit card exp. Date, CVV number.
- ii. For ACH deposits, billing information includes bank routing number, bank account number, account type.

We do not store credit card information internally.

Credit card information is collected only at the time of donation and processed through a third-party platform. For all other donations we enter and store donor and gift information in a CRM database. This allows us to track donations, acknowledge gifts and increase engagement.

We do not sell, trade, or rent your personal information to others.

We may share your information with trusted third parties, such as service providers and partners, only as necessary for the purposes described above.

b. What you can opt out of, and how to opt out:

You are able to opt out of solicitations, emails, phone calls, and invitations to events.

3. Volunteers

a. **What we collect:**

We collect various pieces of information from our volunteers to ensure we can effectively contact them about opportunities that match their specific preferences. This includes full name, contact details such as phone number and email address, home address, emergency contact information, volunteer preferences and availability, relevant skills and experience, and background check information if applicable. By gathering this information, we aim to create a tailored and efficient communication process that aligns volunteer opportunities with individual preferences and skills.

b. **What you can opt out of, and how to opt out:**

While non-contact information can be opted out of, all other information is required to ensure the safety and compliance of our volunteers, staff, and clients, some of whom are considered vulnerable persons. This information supports the liability waivers signed in the volunteer agreement. To opt out of non-contact information, simply email volunteerinfo@foodbanklarimer.org with the details you do not want kept on file, and we will confirm that your information has been removed.

4. Website use

a. **What we collect:**

Our website uses a WordPress template, and we use the plugin Monster Insights—which links to Google Analytics—to view and understand the traffic. These tools are used almost exclusively to understand traffic and not user information.

Our website does not track any personal data; the web analytics tools we use show us only users' gender, age (in ranges), their preferred language, and from which country (and sometimes city) they viewed our site.

b. **What you can opt out of, and how to opt out:**

To opt out, you must change the settings and your profile data on your Google account.

Your Rights:

1. Right to Know.

- a. You have the right to confirm whether we are processing your personal data and access such data, including:
- The categories of personal information we have collected about you;
 - The purpose for processing your personal information;
 - How you can exercise your rights and appeal a decision regarding your request;
 - The categories of personal information that we have shared with third parties; and
 - The categories of third parties with whom we have shared your personal information.

2. Right to Correct.

- a. You have a right to correct inaccuracies in the personal data we have collected about you, considering the nature of the personal data and the purposes of the processing of your personal data.

3. Right to Delete.

- a. You have the right to request that we delete the personal information we have collected from you unless we need to retain that information for a specified purpose as exempted under state law.

4. Right to Obtain a Copy.

- a. You have a right to obtain a copy of the personal data we have collected on you.

5. Right to Opt Out.

- a. You have the right to opt out of the processing of your personal data for purposes of (i) targeted advertising, (ii) the sale of personal data, or (iii) profiling in furtherance of decisions that produce legal or similarly significant effects concerning you.

Your Rights (cont.):

6. **Right to Appeal.**
 - a. If we decline to act regarding your request, you have the right to appeal this decision.
7. **Other Rights.**
 - a. You also have the right not to be discriminated against for exercising any of the rights listed above.
8. **Exercising Your Privacy Rights.**
 - a. You may contact us and obtain information on the kind of data we've collected about you and the types of third parties we share it with. At your request, we will provide a copy of the data, if you want.
9. **Response Timing.**
 - a. We aim to respond to a consumer request for access or deletion within 45 days of receiving that request. If we require more time, we will inform you of the reason and extension period in writing. If we decline to act regarding a consumer request, we will inform you of the reason.

If you have any questions or concerns about this policy or our practices or wish to opt out of any of the above, please contact us:

970-493-4477
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