



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa

Collection of Personal Information at Food Program Intake

Invitation to Share: You are invited to share your personal information with this food program. You may take this document home with you to read. If you have any questions about this document, please ask food program staff or volunteer. You may also email L2Fadmin@ottawafoodbank.ca or call the Ottawa Food Bank at 613-745-7001

If you agree to share: A staff member or volunteer at the food program you are visiting will enter your information into Link2Feed. Link2Feed is a secure system, used by all organizations that are members of the Ottawa Food Bank network. If a food program enters your information into Link2Feed, only that program can see it. You may ask to see your information at any time. You may ask to have your information anonymized.

Voluntary Participation: You do not have to share your personal information. If you choose not to, it will not affect whether you are able to access food. It will not affect your relationship with the staff or volunteers of the food program you visit. It will not affect your relationship with the Ottawa Food Bank. You can provide your information and still remain anonymous in the Link2Feed system.

Confidentiality and anonymity: Only staff or volunteers at the food program you visit can see your information. Only staff or volunteers with a password will be able to access your file in Link2Feed. Staff or volunteers will only open your file in Link2Feed to update your information or register a visit. Any data shared outside of the food program will not contain information that could identify you. No names, addresses or contact information will be shared. If you have given your information and no longer want it in Link2Feed, you can ask to have it anonymized. To do this, contact L2Fadmin@ottawafoodbank.ca or call the Ottawa Food Bank at 613-745-7001. Reception will direct your call.

Benefits to you: When you share your information, it helps food programs understand your situation and food needs. Food program coordinators, the Ottawa Food Bank, and provincial (Feed Ontario) and national (Food Banks Canada) associations use this information. It helps them know what is working well. It helps them know what they can do better. It helps them make decisions to improve service to you. This is described more in a later section.

Risks: There is always risk in sharing your personal information. We ask all food programs to protect your personal information and keep it confidential and anonymous. If you want to know more about protection of your personal information, please speak with a staff or volunteer of your food program.



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Feedback process: If you have questions or concerns about Link2Feed and how your personal information is stored or shared, please contact L2Fadmin@ottawafoodbank.ca or call 613-745-7001.

Purpose of data collection: We ask for your information to help us and other food bank organizations understand how to offer better service to you.

We will use Link2Feed data to improve supports for people who use the food programs by:

- advocating for government policy changes
- measuring change in community food insecurity
- deciding which food and how much to purchase / distribute
- deciding which programs are most helpful and which need to be improved
- reporting back to funders
- deciding what grants should be offered to food programs
- attracting donors
- making internal strategic decisions

Data Sharing: We will share summaries of client data outside of the Ottawa Food Bank network. For example, we may share the number of single parents using food banks in Ottawa. Any information that could identify you will not be shared outside of your food program. We will share data summaries with Feed Ontario and Food Banks Canada for the reasons described above. We will also share anonymous summaries publicly. For example, we will share the total number of people using food banks on our website and in social media.

If you would like more information about who uses the data and why, please ask staff or volunteers at the food program you visit. You can also contact the Ottawa Food Bank at L2Fadmin@ottawafoodbank.ca or call 613-745-7001.

Participation: If you choose, you can share your personal information when you visit an Ottawa Food Bank member agency food program. If you feel unsafe or uncomfortable providing some or all your information, you can choose not to share. There is no risk in choosing not to share. The service you receive will not be affected if you decide not to share your personal information. If you share, we will ask for your name and birthdate. You can choose to share a pseudonym and the year of birth. We will also ask for:

1) If you choose to share your name and birthdate, we will ask the following about you. We will also ask about your household members.

- Gender
- Address
- Referral
- Racial identity
- Disability



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- Primary income source
- If you arrived in Canada less than 10 years ago
- Housing type
- Attending post-secondary school
- Dietary considerations

When asking these questions, the intake worker can select any of the following responses if you prefer not to answer: 'prefer not to answer', 'don't know', 'undisclosed'.

2) Food programs may also track language, email address, phone numbers, dietary restrictions, food received, items provided, referrals made.

All the questions are set by the national food bank association, Food Banks Canada. Your food program cannot change them. If you have questions or concerns about the information being requested, please contact FBC at info@foodbankscanada.ca

Compensation: No compensation is offered for sharing your information.

Data Storage: Your personal information will be stored on secure Link2Feed servers. These are located in Canada. We will only store summary data (e.g., number of people new to Canada) on Canadian servers. This data will be stored at local Ottawa food programs, Ottawa Food Bank, Feed Ontario, and Food Banks Canada.

You may ask to have your information anonymized at any time by contacting the Ottawa Food Bank at L2Fadmin@ottawafoodbank.ca or call 613-745-7001

If you have any concerns or questions about this data collection, contact [the Ottawa Food Bank at L2Fadmin@ottawafoodbank.ca](mailto:L2Fadmin@ottawafoodbank.ca) or you can call 613-745-7001. Reception staff will connect you to the appropriate person.