

Collecting Personal Information at Your Food Program



When you visit a food program supported by the Ottawa Food Bank, you will be asked some questions about yourself and the members of your household.

As of June 2025, information you provide will be available to all programs that work with the Ottawa Food Bank.

Why am I asked for my personal information?

- To provide better, more personalized service to you and your household.
- To better understand who is visiting food banks and what kind of support is needed in your community.

Who sees my information?

- Any information you provide to a food program is stored in a secure database managed by the Ottawa Food Bank.
- As of June 2025, most take-home grocery programs that work with the Ottawa Food Bank will have access to information in this database. Some programs will be exempt from the open network for safety and privacy reasons.
- Only food program staff/volunteers that have been granted access to the secure database can see your personal information.
- Summary data (for example, the number of women or seniors accessing food programs) is shared with the Ottawa Food Bank and its provincial and national partners (Feed Ontario and Food Banks Canada).
- Because agencies will share the same information, you will not need to provide the same information again if you visit different locations. At most, you may be asked to update your information the first time you visit a food program after the change takes place in June.

Do I have to share my information?

- If you decide not to provide your personal information or to ask to remain anonymous in our database, it will not impact your ability to access food or your relationship with food programs. However, you must at minimum show proof of your information to program staff and volunteers, even if you do not consent to having the information in our database.
- To access certain services, your information must be entered in our database; for example, an address is needed for home delivery.

For questions, or to anonymize your information, contact the Ottawa Food Bank at feedback@ottawafoodbank.ca or 613-745-7001.

For more information, visit
ottawafoodbank.ca/privacy



The Link2Feed Open Network
project is made possible by:

