

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 is available to authorized staff and volunteers at participating programs.

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 programs 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 with controlled access and privacy protections managed by the Ottawa Food Bank.
- 🖱️ **As of June 2025**, most take-home grocery programs that work with the Ottawa Food Bank 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**, such as the number of women or seniors using food programs, is shared with the Ottawa Food Bank and provincial and national partners (Feed Ontario and Food Banks Canada).
- 🖱️ **Because agencies share information**, you will not need to provide the same information again if you visit different locations. At most, you may be asked to review and update your information periodically to keep it accurate.
- 🖱️ **You have the right** to access your personal information and request corrections if it is inaccurate.

Do I have to share my information?

- 🖱️ **Recording your personal information** in our database is optional and will not impact your ability to receive food support. Visits can be recorded anonymously if preferred.
- 🖱️ **You may still be asked to provide or confirm certain information**, such as ID or proof of address for eligibility. Only the minimum information necessary to provide service will be requested.

For more information, visit ottawafoodbank.ca/privacy



For questions, to access or update your information, request anonymity, or raise a privacy concern, contact the Ottawa Food Bank at feedback@ottawafoodbank.ca or 613-745-7001.