



Confidentiality Policy	Policy number RH-23-02
Initiated by: Approved by: Governance Committee Final Approval: Moisson Outaouais's Board of Directors	Effective date: 08-09-2023
Application Managers: General Management of Moisson Outaouais	Resolution number: 20230908-02

1. Context

As an organization whose aim is to raise funds for the social service sector, we collect, use and disclose on a daily basis information that allows us to offer our services in terms of soliciting different forms of contributions, participating in events, and distributing information. Confidentiality is important for us. We comply with the most rigorous ethical standards in all information processing, especially personal information.

This Privacy Policy aims at helping you understand our practices concerning personal information gathering, usage, disclosure and protection. When providing personal information (through our website when completing an event participation form, by email, in person or by phone), you agree that this information is processed in accordance with the content of this Confidentiality Policy, and you authorize Moisson Outaouais, its third parties and its service suppliers to process your personal information for the purposes stated below.

This Privacy Policy does not apply to third-party websites that can be accessed by clicking on the links appearing on this website, and Moisson Outaouais is in no way responsible for third-party websites. If you click on a third-party website link, this link will have its own policies on the protection of personal information that you should examine before submitting any personal information.

2. Who We Are and What We Do

Moisson Outaouais aims at being a leader in the fight against poverty and hunger in the region, and never stops developing new ideas in order to help people in need. By benefiting from a regional food bank, the Ottawa Valley now has access to important food product sharing systems coming from Food Banks Canada and Banques alimentaires du



Québec (the Quebec Food Banks). Also, Moisson Outaouais works on developing large-scale partnerships with agri-food companies, and works in association with the region's corporate world.

As a regional food bank, our mission is to sustain our regional member organizations and partners in order to ensure food security for those living in difficult socio-economic conditions.

3. Which Personal Information We Collect

We can collect and process different types of personal information as part of our activities and service provision, including:

- Professional and/or personal data, like a first name, family name, address(es), electronic address(es), date of birth and phone number(s);
- Biographical information like a position title, the name of an employer, the professional and/or personal background, photos, and video or audio content;
- Information pertaining to marketing and communication preferences, as well as related data like food preferences, comments and survey responses;
- Information related to one's contribution background, participation in the organization's events, billing and financial information such as a billing address, and information relating to a bank account or to payment data;
- Information related to services, such as details concerning services we have provided to you;
- Information on your professional background, your networks, your social commitment, your professional affiliations and family links;
- Information related to the recruiting process, such as a resumé, education and professional background, details concerning professional affiliations, and any other information relevant to a potential hiring by Moisson Outaouais;



- Information on the use of the website, and other technical data, such as details concerning visits of our website, your interaction with our publicity and online content, or information collected through the use of cookies and other tracking technologies;
- Information provided by or on behalf of our clients, or that we produce within the framework of our service provision, and that could include, when relevant, special categories of personal data (in particular racial or ethnic origin, political opinions, religious or philosophical convictions, etc.);
- Information like your community donations and investments, your contributions, recipient organizations and their dedication if applicable, the recognition given, the decision-making process, and the people involved in the organization and this process;
- Any other given personal information. Please note that if you provide us with any personal information concerning other individuals (your clients, administrators, managers, stakeholders or true owners), you must ensure you have duly informed them that you are sharing their data, and that you have obtained their consent to such disclosure;
- If need be, proof of the consent we have been given (date, hour, means) in the circumstances where such a consent is necessary for the processing of personal information.

We do not knowingly collect information from children or other individuals under 14 years of age. If you are a minor under 14, please do not provide us with any personal information without the express approval of a parent or legal guardian. If you are a parent or legal guardian and you know that your children have given us personal information, please contact us. If we realize that we have collected personal information from minor children without parental consent verification, we will take action to delete this information from our servers.



4. How We Collect Your Personal Information

We collect your personal information directly from you and during our interactions with you in the following manner:

- Upon registration to events, training and newsletters;
- Upon registration to charity events;
- When you make a donation to our organization, whatever the form;
- Upon registration as a volunteer for our organization;
- During service provision we give you;
- Upon mail, e-mail or phone exchanges;
- Upon recruiting periods to fill a position.

We also collect information accessible to the public, in particular on public platforms, including our website.

5. With Whom We Share Your Personal Information

Moisson Outaouais is a non-profit organization duly incorporated and recognized as a charity organization, and consequently, the personal information we collect can be transmitted to, and processed by any entity within Moisson Outaouais's network. We can also share personal information with certain third parties, such as:

- Moisson Outaouais volunteers and clients, for human resource and volunteer recruiting, for financial contribution or any other soliciting;
- Third-party service providers and/or partners, in particular those who provide us with services related to donation soliciting, database analyses, websites, application and software development, hosting, maintenance and other service development. These third parties could have access to or process personal information as part of the services they give us. We limit the information we share with these service providers to the information reasonably necessary for them to



fulfill their function, and the contracts we have signed with these providers require that they commit to protect the confidentiality of this information;

- Government authorities and law enforcement agencies as required by applicable law. For more details, we can disclose personal and other information if required by law, in particular fiscal laws, or if we deem in good faith that this disclosure is necessary to respect the applicable laws, in response to a court order, a subpoena, a government search warrant, or otherwise to collaborate with such government authorities and law enforcement agencies.
- The buyer, successor or transferee in the framework of any merger, acquisition, loan financing, asset sale, or any similar operation, as well as in the event of insolvency, bankruptcy or receivership that provides for the transfer, to one or many third parties, of personal information as a commercial asset;
- We will only use personal information to attain the main objective and the applicable legitimate objective for which it was collected, or to attain aims compatible with this main objective.

The organization uses third-party services, like Facebook, LinkedIn, YouTube, Instagram and Google, to promote its contents and offers.

When you visit our website, these third parties can use cookies, web beacons and other similar technologies on your hard drive to collect or receive information about your navigating the website or any other Internet sites.

These technologies allow the streaming of relevant and targeted advertising, geared to your interests. You may consult and destroy the cookies if you wish. You have full control. We advise you to refer to your navigation settings to carry out appropriate modifications.

If you want third-party websites to store cookies on your hard drive in order to receive targeted advertising, you can activate this option.

For further information, please consult our *Cookie Policy* (no 12, page).



6. How Long We Keep Personal Information

We retain personal information only as long as required for the intended purpose of this personal information Confidentiality Policy, and to comply with our legal and statutory obligations.

For more information on the length of time we keep personal information, please contact us by referring to the section “How to Contact Us”.

7. Where We Keep Personal Information, and Transfers Outside Québec

A part of or all personal information we collect can be stored or processed on secure digital storage servers situated outside your province/territory of residence, including the United States, where data protection laws may differ from those of your province/territory of residence.

Consequently, this information may be subject to access requests from governments, courts or agencies responsible for the law enforcement, in accordance with the laws in force in these territories.

Subject to applicable laws in these territories, we will make all reasonable efforts to ensure that appropriate protection measures are taken to force the entity responsible in these countries for handling personal data to establish personal information protection measures similar to those that apply in Canada.

Furthermore, some data taken physically can be kept in secure locations. Staff members of Moisson Outaouais are authorized to access personal information only if they need to process it in accordance with the purpose for which it was obtained. Security measures are taken to ensure that the information is neither disclosed nor communicated beyond the level necessary for the purpose for which it was obtained, or authorized under this Confidentiality Policy. We also use physical, electronic and administrative measures to preserve the integrity of your personal information and protect it against any accidental loss, any unauthorized usage, modification or disclosure, and any unauthorized access.



Every staff member is informed of the need to strictly protect the confidentiality of all personal information.

8. Rights of an Individual Regarding his/her Personal Information

In certain circumstances and in accordance with applicable data protection laws, every person has the following rights:

- Access: the right to ask if we are processing information, and if need be, the right to request access to the personal information. Subject to applicable law, and if need be, to the payment of a sum of money, the person can thus receive a copy of the personal information we have and any other information concerning him/her;
- Accuracy: we are required to take reasonable measures to ensure that the personal information we have is accurate, complete, not misleading and up-to-date;
- Rectification: the right to request the rectification of any incomplete or incorrect personal information we have;
- De-indexation: the right to request to cease the distribution of his/her personal information, or to **de-index** any hyperlink related to his/her name giving access to information, if this distribution causes him/her any prejudice, or violates the law or any court order (right to erase data or right to oblivion);
- Anonymization: the fact that our organization may, instead of destroying, anonymize personal information to use it only for serious and legitimate purposes (e.g. retaining information requested for eventual tax inspection purposes);
- The right to be informed when you are subject to a decision based solely on an automated processing;
- The right to be informed about the usage of technological identification, localization or profiling, and about the means used to activate these functions;

Finally, it is equally possible to file a complaint with the data protection supervisory authority, more specifically in the country, province or state where you normally reside



(in Québec, the Commission d'accès à l'information), where we are located, or where the alleged violation of the data protection laws has been committed.

To exercise any particular right, please contact us by referring to the section "How to Contact Us".

9. How We Use Cookies and Similar Technologies

To obtain detailed information on the cookies we use, please refer to our *Cookie Policy* below, which is part of this Privacy Policy (see page 12).

10. How to Contact us

To ask questions, formulate comments or a complaint regarding this Privacy Policy, or regarding personal information, exercising your rights, filing a complaint, or obtaining information on our policies and practices concerning our service providers outside Canada, please contact the Privacy Officer at:

Moisson Outaouais
Marie-Eve Charron
Administrative Services Director
37 Bombardier Street
Gatineau QC J8R 0G4
Telephone: 819-669-2000, ext. 200
admin@moissonoutaouais.com

11. Modifications

We can modify the content of our websites and the way we use cookies without notice, and consequently, our Privacy Policy as well as our Cookie Policy could be modified every now and then in the future. We therefore encourage you to check them each time you visit our website, to stay informed about the way we process personal information.

This policy was last updated on 09-08-2023.

12. Cooky Policy

12.1 Consent

When using our website ([Moisson Outaouais : Leader dans la lutte contre la faim et la pauvreté en Outaouais](#)), you agree to the use of cookies in accordance with this Cooky Policy. You will see a related invitation upon your first visit of this website; although it does not usually appear in future visits, you may withdraw your consent at any time by following the instructions below.

12.2 Deactivating Cookies

When the organization that configures the cookie offers an automatic deactivating device regarding this or these cookies, we indicate the name of the organization, the cookie category it configures, as well as a link to its automatic deactivating device. In all other cases, we indicate the name of the cookies and their source as of the date of this policy concerning cookies, so you may, if you wish, easily identify and deactivate them with your browser.

If you do not accept the use of these cookies, please deactivate them by following the instructions for your browser, stated in the following website ([Tout sur les cookies informatique | All About Cookies](#)), or use the automatic deactivation device, if need be. However, certain services will not function as well when cookies are deactivated.

After your first visit of this website, we can modify the cookies we use. If you check this policy concerning cookies from time to time, it will always allow you to know who puts the cookies in place, for what purpose, and the way to deactivate them.

What type of cookies are used by Moisson Outaouais?

The following describes the cookie categories used by Moisson Outaouais.

12.3 Strictly Necessary Cookies

These cookies are essential to allow you to browse on the website and to access its functionalities.

Without these cookies, the services you request (like browsing from one page to another) cannot be ensured.

12.4 Performance Cookies

We use analytical cookies to analyze the way our visitors use our website, and to monitor the website's performance. This allows us to ensure a high-quality experience by personalizing our offer, and by quickly identifying and correcting any problem. For instance, we could use performance cookies to keep track of our most popular pages, to establish the most efficient linking method between pages, and to determine why certain pages receive error messages. We could also use these cookies to target the website articles and services and their relevance for you, according to your use of the website. We and our providers do not associate the information collected by these cookies to your personal information.

12.5 Website Functionality Cookies

We use cookies to provide you with a certain functionality. For example, to remember the choices you have made (e.g. your use name, your language or region), or to recognize the platform you have used to access the website, and to give you improved and more personal functionalities. These cookies are not used to follow your browsing on other websites.

12.6 Targeting Cookies

Targeting cookies (or publicity cookies) collect information on your browsing habits and serve to better target the publicity according to you and your interests. They are used by services delivered by third parties, just like the Like and Share buttons. The AddThis cookies are also examples of targeting cookies. Third parties offer these services in exchange for the recognition that you have visited our website.

When you use LinkedIn, Twitter and other available sharing buttons, you are directed to a page controlled by these companies who can then set cookies (including targeting cookies), and you will then be subject to policies regarding respectively LinkedIn, Twitter or other permanent website cookies.

12.7 Using IP Addresses and Web Logs

We could also use your IP address and your type of browser to help us diagnose problems concerning your server, to manage our website, and to improve the service we offer. An IP address is a numerical code that designates your computer on Internet. Your IP address could equally be used to collect global demographic data. We could proceed to checking IP addresses to identify your domain (e.g. google.com) in order to establish a better picture of our users' demographic data.

The information gathered from these types of cookies and technologies is not combined with your information coming from another source, and it will not allow to establish your identity.

12.8 Invisible Pixels in HTML E-mails and Webinars

Our marketing e-mails contain a unique ‘invisible pixel’ specific to the campaign that informs us if our mails have been opened and, combined with another technology, verifies the clicks on the links contained in the e-mail. We could use this information for various purposes, particularly to find out which e-mails interest you the most, and to ask the users who do not open our e-mails if they wish to continue receiving them. The pixel will be deleted when you delete the e-mail. If you do not wish to download the pixel on your device, do not click on the links that we send you. This information can be linked to your personal identity.

12.9 The Cookie Policy Does Not Cover Third-Party Websites

Please take note that this Cookie Policy does not apply to practices with respect to privacy protection of third-party websites that can appear in the links of this website, or that can be accessible from this website, and that we are not responsible for such practices.

12.10 Changes Concerning the Cookie Policy

We could update this Cookie Policy, and we encourage you to check the policy from time to time in order to remain up to date with the way we use the cookies. This policy was last updated on September 8, 2023.

Existing Policy Modifications	
Resolution number: 20240916-07	
Resolution Approval Date: 09-16-2024	
Name and number of modified sections: Modification of the name and coordinates of the Privacy Officer, section 10.	