

## FOOD BANK OF NORTHWEST LOUISIANA PRIVACY POLICY

**Donor Privacy Policy: Our Commitment to our Donors:** The Food Bank of Northwest Louisiana is committed to protecting your privacy and the security of your Personal Information. We will not sell, share, rent, or trade our donors' names or personal information with any other entity, nor will we send mailings to our donors on behalf of any other organization.

This policy applies to all information received by the Food Bank of Northwest Louisiana, both online and offline, on any Platform, which includes the Food Bank of Northwest Louisiana website, social media, and mobile applications, as well as any written, electronic, or oral communications.

Donor information from donations processed through a password secure database with a limited number of employees having access to data. A third-party service provider will only be used as necessary to process the printing and mailing of donation requests.

**Information Collection and Use:** The Food Bank of Northwest Louisiana cares deeply about safe-guarding the manner in which we gather your Personal Information in order to treat it with the highest level of respect possible. When you visit the Food Bank of Northwest Louisiana website, we may request information from you at various points of our website. These may include your name, address, email address, telephone number, and/or other information. You are under no obligation to enter any information on our website. However, in order to participate in some of the services offered by the Food Bank of Northwest Louisiana, such information collection may be necessary.

Personal information gathered by our organization is kept in confidence. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed. We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected.

**Donations:** When you make a financial donation to the Food Bank of Northwest Louisiana, we ask that you provide us with your name, telephone number, postal address, email address, and credit card information. Your Personal Information, such as credit card number, is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Donor information from donations processed is maintained through a password secure database with a limited number of employees having access to data. We use a secure third party to process your donation. This company does not retain, share, store, or use personally identifiable information except for the purpose of providing us with these services. Once your donation is processed, credit card information is removed from our systems.

**Volunteers:** When you become a volunteer for the Food Bank of Northwest Louisiana, we ask you to provide us with your name, telephone number, postal address, email address, and emergency contact. We use this information to populate our Volunteer Database and to contact you about volunteer activities. Volunteers are vital to the success of the Food Bank of Northwest Louisiana. In order for all of our volunteers to know about opportunities when their services are needed at the Food Bank of Northwest Louisiana, we send updates on activities and events as they arise. These updates may take the form of our printed or emailed newsletter or other electronic communication. If you are receiving paper or electronic communications from the Food Bank of Northwest Louisiana and no longer wish to receive these updates, you may "Opt Out" at any time by following the directions in the communication or sending an email to [info@foodbanknla.org](mailto:info@foodbanknla.org) or calling us at 318.675.2400.

**Newsletter:** When you make a donation, you are added to our secure donor database and will begin receiving our newsletter, Bank Notes, by mail and/or an electronic E-newsletter by email. You may unsubscribe or “Opt Out” of these mailings at any time by sending us an email at [info@foodbanknla.org](mailto:info@foodbanknla.org) or calling us at 318.675.2400.

**Other Uses and Disclosures of Information:** Although unlikely, the Food Bank of Northwest Louisiana may be required by law, court order, or other government or law enforcement authority or regulatory agency to provide personal information about our users. We will provide this information, to the extent ethically possible, upon request and receipt of the appropriate documentation, or if we consider it necessary to protect the legal rights, property, and safety of the Food Bank of Northwest Louisiana or others.

**Cookies and Computer Information – Non-Personal Information:** When you visit the Food Bank of Northwest Louisiana website, we collect the following information about your computer configuration: browser type, operating system, IP address, and the URL of the web page you were on just prior to visiting the Food Bank of Northwest Louisiana website. We use this information to analyze usage trends, administer the site, and track our user’ movements across our site for aggregate use. This information will not reveal your personal identity and is in no way associated with your personal identity.

**Use of Cookies:** “Cookies” are small amounts of data that a website stores on your computer’s hard drive so that your computer will “remember” information about your visit. The Food Bank of Northwest Louisiana utilizes “cookies” to help you personalize your online experience. One of the primary purposes is a convenience feature designed to save you time. For example, if you return to a specific web page after registering with the Food Bank of Northwest Louisiana for a specific service, a cookie helps the Food Bank of Northwest Louisiana recall your specific information on a subsequent visit. This eliminates the need for you to reenter all the pertinent information again. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issues the cookie to you. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can disable the use of cookies by modifying your browser settings. If you choose to disable cookies, you may not be able to fully experience the interactive features of the Food Bank of Northwest Louisiana website.

**Information Sharing:** The Food Bank of Northwest Louisiana will not at any time trade, share, sell, or rent a donor’s personal information with anyone else.

The Food Bank of Northwest Louisiana uses your Personal Information and Non-Personal Information to provide you with services, process your donations, solicit your feedback via surveys, and improve our services to you.

The Food Bank of Northwest Louisiana may contact you, from time to time, on behalf of external business partners about a particular offering that may be of interest to you only in those cases when the Food Bank of Northwest Louisiana is the designated recipient or beneficiary or it is of benefit to the mission and work of the Food Bank of Northwest Louisiana.. In those cases, your personally identifiable information (name, address, email, telephone number, etc.) is not transferred to any third party at any time. In addition, the Food Bank of Northwest Louisiana may employ other companies or individuals to perform functions on our behalf. Examples may include providing technical assistance and customer service. These trusted partners will have access to the Personal Information only as necessary to perform their functions and to the extent permitted by law. Examples of functions these trusted partners may perform include, but are not limited to, performing statistical analysis, sending you email or postal mail, providing customer support, or arranging for deliveries. All such third parties are prohibited from using your Personal Information except to provide these services to the Food Bank of Northwest Louisiana, and they are required to maintain the

confidentiality of your information. The Food Bank of Northwest Louisiana will never disclose sensitive personal information, including race, religion, or political affiliation, with your explicit consent.

In an ongoing effort to improve our website experience for our visitors to experience our services, we may analyze the other Non-Personal Information in aggregate form in order to operate, maintain, manage, and improve our products and services. This aggregate information does not identify individuals personally. We may share this aggregate data with our affiliates, agents, and business partners in performing their duties as described above.

**Security of your Personal Information:** The Food Bank of Northwest Louisiana secures your Personal Information from unauthorized access, use, or disclosure by operating secure data networks protected by industry standard firewalls and password protection systems. Any particularly sensitive information, such as a donor's credit card number collected for a financial transaction, is encrypted prior to transmission and immediately removed from all systems after processing. Although the Food Bank of Northwest Louisiana operates secure data networks, please understand that no Internet transmission can be guaranteed to be 100% secure. In particular, email sent to or from the platform may not be secure, and you should therefore take special care in deciding what information you send to us via email. However minimal, please be advised that you use the Food Bank of Northwest Louisiana site at your own risk.

**External Websites:** The Food Bank of Northwest Louisiana platform may contain links to third-party websites. The Food Bank of Northwest Louisiana has no control over the privacy practices or the content of those websites and is therefore not responsible for the content or privacy policies of any third-party websites. You are encouraged to check the applicable third-party privacy policy when visiting any other website.

**Privacy of Children:** The Food Bank of Northwest Louisiana will not knowingly collect Personal Information from children under the age of 13. Further, the Food Bank of Northwest Louisiana strongly encourages parents and legal guardians to monitor their children's Internet use to help us enforce our Privacy Policy by instructing children to never provide Personal Information without the expressed permission of a parent or guardian. We will not collect, maintain, store, use, or disclose Personal Information about children under 13, and we will endeavor to delete any such information if we are made aware that a child under the age of 13 has provided such information.

**Notification of Changes:** The Food Bank of Northwest Louisiana may make changes to this Privacy Policy from time to time. This Privacy Policy is effective as of the date stated at the top of this Privacy Policy. To the extent allowed by law, our use of the Personal Information and Non-Personal Information is governed by the Privacy Policy in effect at the time we collect the information. Please refer back to this Privacy Policy on a regular basis.

**Contact Information:** If you have any questions regarding this privacy policy or the Food Bank of Northwest Louisiana information practices, please contact us by email us at [info@foodbanknal.org](mailto:info@foodbanknal.org) with "PRIVACY POLICY" in the subject line, or by postal mail to Executive Director, Food Bank of Northwest Louisiana, 2307 Texas Avenue, Shreveport, LA 71103.