



OVERVIEW

This privacy policy ("**Privacy Policy**") governs our practices with respect to personal information we collect, use and disclose through our website, www.foodrescue.ca ("**FoodRescue.ca**"). We recognize the importance of privacy and we are committed to maintaining the accuracy, confidentiality, and security of your personal information using industry standard methods.

We've used friendly language, such as "we", "us", and "our" to refer to the Second Harvest Food Support Committee and its successors and assigns (collectively referred to as "**Second Harvest**"), the operator of FoodRescue.ca. Second Harvest is a registered Canadian charitable organization (charitable registration number 13386 5477 RR0001), whose registered office is located at 1450 Lodestar Road, Unit 18, North York, Ontario, Canada, M3J 3C1.

This Privacy Policy describes the personal information that we collect on FoodRescue.ca and explains how we use that information, to whom we may disclose that information, and how we safeguard and otherwise manage that information.

Please read this Privacy Policy carefully before using FoodRescue.ca. By accessing or using FoodRescue.ca, you consent to the collection, use and disclosure of your personal information in accordance with this Privacy Policy.

Should you have questions which are not covered by this Privacy Policy, please reach out to us by the methods listed at the end of this Privacy Policy.

What is personal information?

Personal information is information that identifies you or could be combined by us, our affiliates, or our third-party service providers, with other information to identify you. This information can include, but is not limited to, your name, your e-mail address, your residential or mailing address, and your telephone number(s). Personal information may also be information containing details about how you have used our website, if we can associate that personal information with you.

If you are a business customer or prospective business customer, personal information does not include an individual's professional title, his or her business address and his or her business telephone number when we use that information in a business capacity.

When do we collect personal information?

We collect personal information from you when you register for an account on FoodRescue.ca, make a transaction, submit a help request, contact us to ask a question, sign up to receive future communications, respond to a survey or marketing communication, visit pages on our website, communicate with us using our web forms or otherwise enter personal information on or through FoodRescue.ca.

We may automatically record some information about your visit to FoodRescue.ca using Google Analytics or other methods. This information is used for statistical information and analysis, which may assist us to provide more useful and helpful services. This type of information does not identify you specifically, but might include:

- The provider of your internet service;
- Your geographic location (city/town level - not specific address)
- Your Internet Protocol (IP) address;
- The type of browser you are using;
- The type of operating system you are using;



- The webpage that referred you to FoodRescue.ca;
- The specific pages on FoodRescue.ca that you visited, including the date and time that you visited them and how long you visited them; and
- Your age category, gender, and affinity interests, as determined by Google Analytics or other methods.

You may opt out of being tracked by disabling or refusing cookies, by disabling JavaScript within your browser, and by using the Google Analytics Opt-Out Browser Add-On.

FoodRescue.ca and the services offered on or through it are not directed to children under the age of 13 years. We will not knowingly collect personal information about a child under the age of 13.

How do we use your personal information?

We use your personal information to provide our food rescue service, to manage our organization's operations, and for other related purposes. Your personal information may be used to:

- register your account;
- authenticate you when you log into your account;
- fulfill your requests;
- process your transactions;
- communicate with you about your requests and/or transactions;
- administer contests and promotions that you participate in;
- recommend or offer you products or services;
- communicate with you regarding service issues;
- create a customized interface and tailored experience; and
- protect the security and integrity of FoodRescue.ca and Second Harvest.

If you are a registered member of FoodRescue.ca, and you access and use the website on behalf of a business or organization, your name may appear as the representative making a food donation or a food rescue. This record may be visible to others as the donor or rescuer assigned to a specific transaction.

How do we protect your personal information?

We consider the security of your personal information important and take reasonable care to ensure its protection. We take industry-standard administrative, technical and physical measures to safeguard your personal information against unauthorized access, unauthorized disclosure, theft and misuse. We store your personal information behind secured networks and secured environments. The information is only accessible by specific individuals whose roles in our organization require them to be able to access the information. We implement a variety of security measures when you enter, submit, or access your personal information, and all personal information transmitted between you and FoodRescue.ca is carried out using Secure Socket Layer (SSL) technology. We do not store electronic copies of your personal information locally in our offices.

We may use third-party service providers to assist us in safeguarding your personal information. We require our third-party service providers to take comparable steps to ensure the protection of your personal information that is shared with them.

Although we take precautions against possible breaches of our security and other systems, no organization can fully eliminate the risks of unauthorized access to your personal information and no website is completely secure. We cannot guarantee that unauthorized access, hacking, data loss or breaches of our security or other systems will never occur. Accordingly, you should not transmit personal information to us using FoodRescue.ca if you consider the information to be sensitive.

Where do we store your personal information?

Your personal information may be used or stored by us or our third-party service providers outside of Canada. If your personal information is used or stored outside of Canada, it will be subject to the privacy laws of the country in which it is used or stored, which may be different from and less protective of personal information privacy than Canadian privacy laws.

Personal information collected for website analytics purposes is shared with Google's servers outside of Canada and may be processed in any country where Google operates servers. If this is the case, this information will be subject to the privacy laws of that country. For more information about Google Analytics, please refer to the Google Analytics Terms of Service.

How long do we keep your personal information?

We retain your information for as long as necessary to fulfill the purposes for which we collected the information or as required by law.

Do we use 'cookies'?

Yes, we use cookies. Cookies are small files that we request to store on your computer. These cookies enable us to recognize your browser and capture and remember certain information. For example, we use cookies to help us remember where you might have left off in the registration process. This gives you an improved experience because the system appears 'smart', in that it can make sure you don't have to repeat information. We use cookies to:

- Understand your preferences to help with future visits;
- Remember who you are and where you were in a process; and
- Compile aggregate data about site traffic and interactions, so that we can enhance the website experience and create better tools in the future

We may also use third-party service providers to track the information listed above on our behalf.

Within your personal web browser settings, you have the ability to turn off cookies or set the browser to notify you when a cookie interaction is requested. Since each browser is different, locate your browser's help menu to learn the correct way to modify your cookie settings.

If you decide to turn cookies off, some of the features of FoodRescue.ca may not operate properly. While we have made reasonable efforts to program our website to function without cookies, your experience may be affected, and some functions may be hindered.



Do we disclose your personal information to others?

We do not sell or trade your personal information to third-parties. We may share your personal information with our third-party service providers, such as website hosting partners and other parties who assist us in operating FoodRescue.ca or serving our users. We require our third-party service providers to keep your personal information secure and to not use or disclose your personal information for any purpose other than providing the services on our behalf unless we or they have obtained your consent or we can rely upon a statutory right (see below).

We may disclose your personal information without your knowledge or consent if we receive an order, subpoena, warrant or other legal requirement issued by a court, tribunal, regulator or other person with jurisdiction to compel disclosure of your personal information, or if we deem it appropriate to disclose your personal information to protect our rights, property, or safety, or the rights, property or safety of others.

We may disclose non-personally identifiable website visitor information to other third-parties for marketing, advertising, or statistical uses.

Do we offer any links on FoodRescue.ca to third-party websites?

FoodRescue.ca may contain hyperlinks or references to third-party websites. We do not have any control over those third-party websites and we do not provide any guarantee that the privacy practices of the operators of those websites meet any particular standard. Your use of such third-party websites is at your own risk and will be governed by the privacy policies, if any, of those websites and not by this Privacy Policy. We recommend that you do not transmit personal information using those websites without first reading the privacy policies and/or terms of use governing those websites.

Do we monitor advertising on FoodRescue.ca?

We, along with our third-party service providers such as Google, use first-party cookies, (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie), and may use other third-party identifiers to compile data regarding your interactions with ad impressions and other ad service functions, as they relate to FoodRescue.ca.

You can opt-out of receiving ads by changing your web browser settings. You can set your preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt-out by visiting the Network Advertising Initiative Opt Out page, or by using the Google Analytics Opt Out Browser Add On.

How do we handle Do Not Track signals?

We honour Do Not Track signals and do not track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

How can you access or modify your personal information?

If you have a registered account on FoodRescue.ca, log in to your account to access and to modify the personal information stored within your account.

If you do not have a registered account on FoodRescue.ca, and you would like assistance with accessing or modifying your personal information, please contact us by the methods listed at the end of this Privacy Policy.

Will we make changes to this Privacy Policy?

We may change this Privacy Policy from time to time and at any time. When we make changes to this Privacy Policy, we will:

- (a) post the updated version of this Privacy Policy on FoodRescue.ca together with the date on which it was revised;
- (b) on the log-in page for FoodRescue.ca, for at least four weeks following any change to this Privacy Policy, post a notice that this Privacy Policy has been updated.

If you continue to use FoodRescue.ca after any changes come into effect, you will be deemed to have agreed to abide by the revised Privacy Policy. If you do not agree with the revised Privacy Policy without qualification, do NOT log in, discontinue using FoodRescue.ca, and instruct us to disable any password(s) for FoodRescue.ca assigned to you.

How can you reach us?

If you have any questions or concerns regarding this Privacy Policy or our personal information handling practices, please contact us at:

Second Harvest
1450 Lodestar Road, Unit 18
North York, Ontario M3J 3C1
Canada

contact@foodrescue.ca

416-408-2594