



The Salvation Army Privacy Notice

The Salvation Army collects, uses and discloses personal information for the purpose of providing clients with assistance through Link2Feed and determine eligibility for Pathway of Hope program. Collection, use and disclosure occur with a client's consent or as permitted/required by law.

What we collect and how

We collect a client's name, contact details, date of birth, marital status, income, education, ethnicity, language spoken, dietary considerations, disability, the length of time that the client has been in Canada, and details of each member of the household.

We collect personal information directly from clients through in-person interviews or the Link2Feed online registration portal. To provide complete support, we collect personal information indirectly from other food banks or agencies such as education and employment agencies, utility companies, housing advocates, medical professionals, addictions personnel, immigration services, and faith organizations.

Depending on where Salvation Army services are accessed, personal information may be stored at that location, in the Link2Feed Database and on Salvation Army servers across Canada. To minimize risk to clients and TSA, we **do not** store identification documents such as SIN number/driver's license/health card information/passport information or income documents such as cheque stubs/T4s/pension income receipts on- site or electronically.

How we use clients' personal information

We use personal information to communicate with clients through texting, e-mailing, and telephone conversations. To provide clients with assistance under the Link2Feed/Pathway of Hope programs and to better understand our clients' needs, we may conduct client surveys. Our resources and ability to serve our community depend in part on the information provided by our clients.

With whom we share clients' personal information

With clients' consent, and to minimize duplication of services and provide wrap-around support, we may disclose clients' information to other food banks, and to other agencies listed above. We will seek further consent from you in such circumstances.

Other than described above, disclosure of clients' information will occur only if The Salvation Army believes in good faith that the law requires it. This may occur in circumstances where there is a court order or a risk of harm to the client/others, including vulnerable persons such as the elderly or minors.

How long we retain client's personal information

Clients' personal information is retained for up to three years after clients' last contact with The Salvation Army. Afterwards, personal information is securely anonymized.

What are a client's rights regarding personal information

A client has the right to access/receive a copy of the information that The Salvation Army has about the client/the client's minor dependents, the right to correct mistakes in that information, and the right to withdraw consent for further collection, use and disclosure of that information by The Salvation Army.

If a client has questions, concerns or complaints about handling of personal information, the client should discuss them with the Salvation Army representative where the client is being served or contact the Privacy Officer of The Salvation Army. In collecting, using, storing, and disclosing personal information, The Salvation Army follows the principles of The Salvation Army Privacy Policy. The Privacy Officer's contact information and a copy of The Salvation Army's Privacy Policy may be obtained by a client or prospective client upon request.