

PANTRYTRAK
PRIVACY POLICY

**PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE USING THE WEBSITE OR SUBMITTING ANY
PERSONAL DATA TO MID-OHIO FOODBANK**

Mid-Ohio Foodbank, Inc. (“MOF” or “we”) is the licensor of PantryTrak, a web-based software as a service application which provides certain functionality and tools to foodbanks, food pantries, food shelves, food cupboards, and other service providers, including digitizing paper forms, simplifying the registration and check in process, and linking available service options directly to the needs of the clients being served, which includes, without limitation, all associated computer software, functionality, features, media, printed materials, and "online" or electronic documentation (collectively, the “PantryTrak System”). The PantryTrak System is available through the website at www.pantrytrak.com and myPantryTrak.com. The developer of the PantryTrak System has licensed the PantryTrak System to MOF pursuant to the terms of a Creative Commons Attribution-ShareAlike 3.0 license (the “Creative Commons License”). MOF provides to foodbanks, pantries, and other related agencies and service providers (individually, a “Foodbank” and collectively, “Foodbanks”) the right to use the PantryTrak System pursuant to the Creative Commons License and a Master Subscription Services Agreement (“MSSA”) entered into by and between MOF and Foodbanks.

The Foodbanks’ privacy, and the privacy of the Foodbanks’ clients (collectively, the “Clients”), is important to MOF. As part of the Clients’ current or past requests for services, assistance, personal or family support, material goods, monetary support (“client services”), and the Foodbanks’ use of the PantryTrak System, personal data is gathered about the Clients. This Privacy Policy contains explanations regarding the types of information collected, how that information may be used or disclosed, and how to correct or change the information.

By using this PantryTrak System the Foodbanks’ and their respective Clients will be required to provide MOF certain personal data in accordance with this Privacy Policy. This data may include, but is not limited to: (a) first and last name, (b) home address, (c) date of birth and/or age (d) email address, (e) mobile and/or home phone number, (f) income information, (g) employment information, and (h) family, household, and/or dependent information (collectively, “Personal Data”). Each of the Foodbanks and each of their respective Clients hereby agree to allow MOF and the PantryTrak System to access, store, display, transmit, process, and use any information directly related to the PantryTrak System, including, without limitation, Personal Data.

MOF agrees to comply with all applicable privacy laws in connection with its collection, storage and use of Personal Data. MOF recognizes that privacy is an important issue. This Privacy Policy outlines the types of Personal Data we may collect when the Foodbanks and/or their respective Clients use the PantryTrak System, how we use and may disclose that information, as well as the steps we take to safeguard it. We require the Foodbanks and each of their respective Clients to read this Privacy Policy in its entirety so that each Foodbank and each Client can make an informed decision about sharing Personal Data with us.

MOF reserves the right to change this policy at any time. Please check this page (www.pantrytrak.com/privacy) periodically for changes. The Foodbanks’ and their respective Clients’ continued use of the PantryTrak System following the posting of changes to these terms will mean the applicable Foodbank and/or Client accepts these changes. MOF will take reasonable measures to notify the Foodbanks and their respective Clients if there is a material change in our privacy practices with respect to use of the Personal Data the Foodbanks and their respective Clients have provided to MOF. If you have any questions about this Privacy Policy, MOF’s privacy practices, or feel that your privacy has been compromised, please contact MOF by email at pantrytrak@midohiofoodbank.org.

Opting-out:

Even after the Foodbanks and their respective Clients have consented to MOF’s collection and use of Personal Data and submitted Personal Data to MOF, each Foodbank and each of its Clients may opt-out of having Personal Data collected or used by MOF by contacting us. Please note that in order to fulfill certain obligations, we may need to continue collecting Personal Data or sending notices or other important information concerning any services requested by the Foodbank and/or its Clients. (Also refer to section entitled “Access” for further information.)

You may contact MOF by sending us a letter at:

Mid-Ohio Foodbank
3960 Brookham Dr
Grove City, OH 43123
Attention: PantryTrak

Or by email to:

pantrytrak@midohiofoodbank.org

GENERAL PRIVACY PRINCIPLES

Personal Data Provided to Us:

MOF requires Personal Data in connection with a Client's request for client services and the required statistical and client service reporting through the PantryTrak System. MOF and the Foodbanks use the Personal Data that Clients submit in order to verify such Clients' eligibility, process Clients' requests, connect Clients with foodbanks, pantries and other service providers, contact Clients about services, conduct surveys, process Client communications, or comply with the law.

Limited Use, Disclosure and Retention:

Except as otherwise set forth in this Privacy Policy under the heading Limits of Confidentiality or as required by law, MOF does not use, disclose or retain Personal Data for purposes other than those for which it was collected or as required by law. Personal Data is retained only as long as necessary for the fulfillment of those purposes or as required by law.

Accuracy:

Personal Data is kept as accurately and completely as is necessary for the purposes for which it is to be used. Each Foodbank and Client has the right to update, modify, amend or correct errors in its Personal Data by updating it during a scheduled visit to an agency that utilizes PantryTrak, or contacting MOF by email at pantrytrak@midohiofoodbank.org.

Safeguards:

MOF protects Personal Data by using safeguards that MOF believes are appropriate to the sensitivity of the information. We maintain certain administrative, technical and physical safeguards to help protect against loss, misuse or unauthorized access, disclosure, alteration or destruction of Personal Data. Each of our employees, subcontractors, volunteers, Foodbanks, or business partners who have access to Personal Data is informed about our Privacy Policy and procedures for protecting Personal Data.

MOF undertakes substantial efforts to protect the confidentiality of the Personal Data and other information it has collected about individual Clients and users of the PantryTrak system and, except as otherwise set forth in this Privacy Policy including, without limitation, under the heading Limits of Confidentiality, will not intentionally disclose this information to anyone outside MOF.

Except as otherwise set forth in this Privacy Policy, we restrict access to Personal Data to employees, subcontractors, volunteers, Foodbanks, or business partners who need to know that information in order to perform their jobs or duties and provide services to you. We review our data collection, storage and processing practices and security measures, as well as physical security measures intended to guard against unauthorized access to systems where we store Personal Data, on a periodic basis.

Access:

Upon request, by e-mail to pantrytrak@midohiofoodbank.org each Foodbank and Client will be given access to its Personal Data within a reasonable timeframe. MOF will assist any Foodbank or Client who informs us that they need assistance in preparing a request concerning Personal Data. Each Foodbank and Client may also request to have its Personal Data amended as appropriate, or request that MOF delete or correct any of its Personal Data, except where this conflicts with laws or regulatory requirements to maintain historical information about services provided to such Client or members of the Client's household, through Federal, State, Local Governmental programs.

Limits of Confidentiality:

By using the PantryTrak System and sharing Personal Data with us, each Foodbank and Client will have opted-in to our collection, disclosure and use of its Personal Data and any non-Personal Data under this Privacy Policy.

We may use Personal Data for the purposes of sending each Foodbank and Client registration information for the PantryTrak System, maintaining Foodbank and Client accounts, processing requests, connecting Clients with foodbanks, pantries and other service providers, conducting surveys, processing your communications, and communicating with Foodbanks and Clients by mail, email, phone and other electronic messaging systems about the PantryTrak System, MOF, and other related services that Clients, or members of a Client's household may be eligible to receive. We may combine Personal Data collected through the PantryTrak System with Personal Data collected from other Affiliated or Third Party Businesses (as defined below). We may also use Personal Data for auditing, research and analysis to operate and improve MOF's technologies, systems, and services offered by MOF, Foodbanks, pantries, and other service providers.

We do not sell any Personal Data (including name or phone number) to any companies or third parties for direct marketing purposes.

Further, when Foodbanks or Clients send email communications to MOF, we may retain those communications in order to process inquiries, respond to requests and improve our services.

We may share Personal Data in any of the following circumstances:

(i) Affiliated or Third Party Businesses. We may provide Personal Data to our subsidiaries, affiliated companies, or other trusted businesses or persons (“Affiliated or Third Party Businesses”) for the purpose of providing the PantryTrak System or processing or storing Personal Data on our behalf. These Affiliated or Third Party Businesses include, without limitation, third parties we use to assist us in our mission of providing you with the PantryTrak System such as data center hosting providers. The Personal Data that we process or that is processed for us may be transmitted to and stored on the servers of Affiliated or Third Party Businesses. When we do disclose Personal Data to others, it is subject to agreements that require those parties to process such information in compliance with this Privacy Policy, and in an appropriate confidential and secure manner.

(ii) MOF Clients. When a Foodbank or Client uses the PantryTrak System and submits Personal Data through use of the PantryTrak System, the Foodbank’s or Client’s use of the PantryTrak System means that the Client opts-in to the collection of the Personal Data the Foodbank or Client submits through the Foodbank’s or Client’s use of the PantryTrak System.

(iii) Security and Legal Obligations. Due to the existing legal, regulatory and security environment, MOF may disclose aggregate level and/or Personal Data about Clients to protect the rights, property or safety of MOF, our Foodbanks, or the public, to prevent fraud or imminent harm, and in connection with providing for the security of our computer systems, computer network, telecommunications network, products and services. MOF also may use and disclose your Personal Data: (1) to the extent required to respond to a legal or ethical obligation, (2) to the extent necessary to meet national security, public interest or law enforcement obligations, and (3) to the extent expressly permitted by an applicable law, rule or regulation. Additionally, Personal Data may be disclosed as required by applicable law, to comply with a court order, subpoena, warrant or other legal process, or where the personal data is publicly available (unless otherwise restricted by applicable law).

(iv) Sale or Transfer of Business. We may sell or otherwise transfer Personal Data to a successor of MOF, or any subsidiary or division of MOF in connection with an asset sale, acquisition, merger, consolidation, divestiture, purchase of part or all of the assets of the business, or other corporate transaction, or by way of assignment (whether by operation of law or otherwise) in connection with any such or similar transaction or in connection with the administration of a bankruptcy estate. In the case of such event, MOF’s systems, technology, intellectual property, and data, including Personal Data, will become the property of the successor and will be subject to the successor’s Privacy Policy should they have one.

Accountability:

MOF has appointed an officer who is accountable for MOF’s compliance with this Privacy Policy. All questions regarding this policy can be sent to pantrytrak@midohiofoodbank.org.

CONSENT:

EACH FOODBANK’S AND EACH CLIENT’S KNOWLEDGE AND CONSENT ARE REQUIRED FOR THE COLLECTION, USE, OR DISCLOSURE OF SUCH FOODBANKS’ OR CLIENTS’ PERSONAL DATA IN THE PANTRYTRAK SYSTEM. BY SUBMITTING PERSONAL DATA TO MOF, EACH FOODBANK AND CLIENT HEREBY CONSENTS TO MOF’S COLLECTION, USE AND DISCLOSURE OF SUCH INFORMATION. IF A CLIENT DOES NOT CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA AS DESCRIBED IN THIS PRIVACY POLICY, THE CLIENT MAY CHOOSE TO PROVIDE PERSONAL DATA ON PAPER FORMS TO CONTINUE RECEIVING SERVICES FROM THE CLIENT’S FOODBANK OR PANTRY, AND NEITHER THE CLIENT’S FOODBANK NOR THE CLIENT SHALL NOT SUBMIT SUCH INFORMATION TO MOF, EXCEPT WHERE PROGRAMS OR SERVICES ARE LEGALLY REQUIRED TO SOLELY COLLECT RECORDS ELECTRONICALLY.