Data & SMS Privacy Policy

Scope

Second Harvest Food Bank of Northwest North Carolina ("Second Harvest," "we," "us") respects the privacy of the neighbors we serve, our donors, volunteers, partner food assistance programs, and everyone else we work with.

This policy covers all Second Harvest facilities, programs, and services across the 18 counties we serve, from Boone to Burlington. It covers personal information in any format, including electronic records, digital systems, and paper files.

It applies to all personal information that Second Harvest collects, keeps, or processes. It also guides what we expect from the vendors, contractors, and service providers we share personal information with to carry out our work. We require them to protect that information in line with this policy.

What Information We Collect or Process

Second Harvest collects personal information only when we need it to carry out our mission, deliver programs and services, and run the organization. We collect it in a fair, reasonable, and lawful way.

The information we collect, and why we collect it, depends on how you interact with us:

Neighbors receiving food assistance
When you take part in a Second Harvest program, we may collect basic information such as your name, contact details, household size, and county or ZIP code. Some programs, including federally funded programs like those through the USDA, require it to confirm eligibility or meet reporting rules. We use it only to provide services, meet program and funder requirements, and improve how we serve our communities. We never sell it, and we never use it for fundraising or marketing.

Donors and supporters
We may collect your name, mailing address, email address, phone number, giving history, and communication preferences. We use this to process and acknowledge gifts, issue tax receipts, share updates about our work, and steward our relationship with you. We do not sell, rent, or trade donor information.

Volunteers
We may collect your name, contact information, emergency contact, scheduling details, group or company affiliation, and any waivers you sign. We use this to schedule shifts, communicate with you, keep volunteers safe, and recognize your service.

Partner food assistance programs and business contacts
We may collect information about contacts at our nearly 600 partner food assistance programs, food and fund donors, vendors, and other organizations. This includes names, titles, organization names, work email and mailing addresses, phone numbers, and login details for partner systems. We use it to coordinate food distribution, manage partnerships, provide support and training, and meet compliance and reporting requirements.

Website visitors
When you visit secondharvestnwnc.org or our other websites, we may collect information you submit through forms, plus standard technical data such as device identifiers, browser type, and pages visited. We use it to respond to your requests, improve our websites, and understand how people use our online resources.

We do not share or disclose personal information for any purpose other than those described in this policy, unless the law requires it.

Security

We take reasonable precautions to protect your information online and offline.

Online donations and other payment information are processed by secure third-party payment processors using encryption. Second Harvest does not store full credit card numbers on its own systems. You can confirm a page is secure by checking for the lock icon in your browser's address bar and "https" at the start of the web address.

Offline, access to personal information is limited to staff and authorized volunteers who need it for a specific job, such as donor services, program operations, or partner relations. The systems that store personal information are kept in secure environments with appropriate access controls.

Notification of Changes

If we make material changes to this policy, we will post the updated version at secondharvestnwnc.org.

If you believe we are not following this policy, please contact us right away:

Second Harvest Food Bank of Northwest North Carolina
3330 Shorefair Drive, Winston-Salem, NC 27105
Phone: [insert phone]
Email: [insert privacy contact email]

SMS Messaging Policy

Second Harvest Food Bank of Northwest North Carolina sends text messages to neighbors, donors, volunteers, partner food assistance programs, and staff who have agreed to receive them. These may be informational or conversational, as described when you opted in. Examples include volunteer shift reminders, distribution and program updates, event information, emergency notifications, and partner coordination.

By providing your mobile number and giving consent, you agree to receive text messages from Second Harvest about the programs, services, schedules, or updates you signed up for. Message frequency varies. Message and data rates may apply. Consent to receive text messages is not a condition of receiving food assistance or any other service.

Data Collected for SMS Messaging

We may collect and process:

- Mobile phone numbers provided by individuals or organizations
- Message content and delivery status
- Timestamps of message activity
- Records of consent, such as opt-in and opt-out events, kept for compliance

How We Use This Data

We use this information to:

- Send text messages you have agreed to receive
- Track delivery and keep message logs
- Comply with wireless carrier and industry regulations
- Respond to help requests and opt-out requests

Opt-Out Instructions

You can stop receiving text messages at any time by replying STOP to any message from us. After you opt out, you will get one confirmation message and then no further texts, unless you opt in again.

Help / Support

For help with text messages, reply HELP to any message, or contact us at [insert phone] or [insert email].

Data Protection

We take the security of your information seriously and use technical and organizational safeguards to protect SMS-related data.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging opt-in data and consent will not be shared with any third parties. We share SMS data only with service providers who help us deliver messages, or when the law requires it.