

Privacy Policy

The Storehouse

Last Updated: March 3, 2026

At **The Storehouse**, we respect your privacy. Whether you receive food assistance, donate, volunteer, or visit our website, we want you to understand how we collect and use your information.

1. What We Collect

Information from Clients

We may collect:

- Name and contact information
- Household size and basic demographic details
- Eligibility information required for certain programs
- Visit history to our food bank or partner sites

We **never** ask for immigration status to receive food.

Information from Donors

- Name and contact details
- Donation amounts and history
- Payment information (processed securely by third-party providers)

Information from Volunteers

- Contact information
- Volunteer applications
- Background checks (only when required)
- Volunteer schedules and service history

Website Information

When you visit our website, we may collect:

- IP address

- Browser and device type
 - Pages you visit
 - Cookies or similar technologies
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2. How We Use Your Information

We use personal information to:

- Provide food assistance and related services
- Verify eligibility for certain programs
- Process donations and send tax receipts
- Communicate with donors, volunteers, and clients
- Schedule volunteer activities
- Improve our website and services
- Meet reporting requirements for grants or government programs

We **do not** sell or rent your information.

3. When We Share Information

We only share information, when necessary, such as with:

- Payment processors
- Volunteer management or background check services
- Government agencies for required reporting
- Email or communication service providers
- Partner organizations that help distribute food

We **never** share client information with immigration authorities.

4. How We Protect Your Information

We use reasonable security measures of encryption, access controls and backup systems to protect your information. While no system is perfect, we work hard to keep your data safe.

5. How Long We Keep Information

We keep information only as long as needed for our operations or to meet legal and grant requirements.

6. Your Choices and Rights

You may:

- Request access to your information
- Ask us to correct or update your information
- Request deletion (unless we must keep it for legal reasons)
- Opt out of marketing emails

Contact us at info@covingtonstorehouse.org to make a request.

7. Children's Privacy

We do not knowingly collect information from children under 13 without parental consent in accordance with the Children's Online Privacy Protection Act (COPPA).

8. Cookies

We may use cookies to improve your website experience. You can disable cookies in your browser settings.

9. Links to Other Websites

Our website may link to other sites. We are not responsible for their privacy practices.

10. Updates to This Policy

We may update this policy from time to time. The “Last Updated” date will reflect the most recent changes.

11. Contact Us

The Storehouse

26201 180th Ave SE Covington, WA 98042

Email: info@covingtonstorehouse.org

PH: 253-631-3038