

Privacy Policy

The Open Food Network USA shares the privacy policy of the Open Food Web Foundation Limited (“Open Food Network”, “we”, “us” or “our”). We understand that your privacy and the protection of your data are important to you. We have created this Privacy Policy to help you understand how and when we collect, use, and share your information. If you use Open Food Network services you agree to the practices outlined in this Privacy Policy. Open Food Network services include all content, services, and products available at or through the Open Food Network USA website (www.openfoodnetwork.net), including but not limited to our Platform, Forum Software, and Resources Library. Please read this Privacy Policy carefully before using any Open Food Network Services.

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What is the Open Food Network?

We are a not-for-profit organization building what is needed to create a new food system that is fair, local, and transparent. We provide tools and products, produce resources and run events and projects that help community food enterprises thrive.

Our open source software platform enables new, ethical supply chains by making it easy and efficient. Food producers can sell online, wholesalers can manage buying groups and supply through networks of food hubs and shops. Communities can bring together producers to create a virtual farmers' market, building a resilient local food economy.

We may consult on food systems research projects, and draw on what we have learned to build open source resources in parallel. We then use our research work in policy advocacy to help create funding and support for the sector.

We provide a variety of support services for food enterprises including custom software integrations, helping to secure funding, designing and delivering custom projects.

Our goal is to design our services into projects that enable individual growth while coordinating regional activation, impact measurement, supporting infrastructure and open resources so the outcome has greater impact.

Who is the Open Food Network team?

Open Food Network is run by a small team of people who care deeply about changing the food system. We also work closely with our international team members, as one of the great benefits of being part of Open Food Network is that all around the world passionate, dedicated people are putting in time, great ideas, and hard work to help share the load of building the software platform and creating the resources needed to transform the food system. This means that all around the world, we get more than we could possibly create on our own!

What data do we collect?

Depending on which Open Food Network services you engage with, we may collect different kinds of information [as outlined in our Content Policy with the Terms of Service]:

Usage data

We collect usage data (i.e., general statistics about users, traffic patterns, and how users respond to various site features) to improve the quality of services we provide to you.

Personal Information

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Personal Information describes any information that can be used to identify you. This includes:

- Contact information (name, address, phone number, email address)
- Business information (name, address)
- Photos
- Internet Protocol (IP) address

We will release API and Data Use Policy as our open API is developed. See [here](#) for updated information.

If you do not provide us with certain personal information, we may not be able to provide you with access to the Open Food Network services, or may not be able to respond to queries you send us.

How do we use your personal information?

There are three primary ways that we use your personal information:

- To administer, improve and promote the services we provide.
- To conduct academic research on sustainable food systems.
- To generate insights about the financial, environmental, and social benefits or impacts of your decisions.

We may also use your personal information for:

- Responding to your queries otherwise communicating with you in accordance with our terms of service.
- Informing you about products, services, events or other matters that we consider may be of interest to you.
- any other purpose that you are made aware of and consent to at the time of collection of your personal information .
- Purposes required by law.

What do we share with third parties?

Unless we have your consent, Open Food Network will not rent or sell your personal information or any data collected through the Open Food Network website or services to anyone. We do not share data with any third parties currently, except as necessary to provide you with the Open Food Network services in accordance with this Privacy Policy. Your personal information and data may be transferred to external tools to manage our internal workflows and will therefore remain under our control.

If we identify a need to share your personal information and any other data with third parties, we will ensure that all third parties are internally reviewed to meet our ethics and security standards and that all data shared is anonymized.

How do we use cookies?

Cookies are very small text files that are stored on your computer when you visit some websites. At Open Food Network, we use cookies that are necessary for delivering our services to you. We do not sell your data. We might in the future use some of your data to build new commons services that could be useful for the ecosystem.

We use cookies mainly to remember who you are if you 'log in' to the service, or to be able to remember the items you put in your cart even if you are not logged in. If you are interacting with our online services you are giving us consent to store the cookies that are essential for the functioning of the website.

Please refer to your browser's help menu to learn how to manage your cookies. If you disable or opt out of certain cookies, the Open Food Network Services may not work as intended.

Where do we store your data?

Your data is stored in American data centers and may be stored in other countries where we collaborate with other organizations, or if our service providers are located overseas. All data centers follow industry best practices including high security standards.

How do we protect your data?

We take reasonable steps to protect your personal information from misuse, loss, interference and from unauthorized access, modification or disclosure. We follow industry best practices to secure user data, limit access to relevant members of the Open Food Network team, and train those team members to ensure they understand the sensitive nature of user data. All Open Food Network employees agree to our Confidentiality & Intellectual Property guidelines as part of their employment contract. However, we cannot guarantee that data transmitted over the internet will always be secure. Though we strive to protect your personal information, we cannot ensure the security of any information you transmit while using Open Food Network services online.

What other potential risks are involved with using Open Food Network services?

While we have made every reasonable effort to ensure our services are secure and provide as accurate as possible information, we recognize that usage of Open Food Network services such as the Open Food Network Platform carries risks to you and your business, and may contain inaccuracies of content and security risks. The risks associated with these include interruption or delay of services, loss, damage, corruption or recovery of data, or breach of data or system security that may result from using Open Food Network services. We do not accept liability for these risks. In the cases of known impending risks (such as known dates of loss of services) we will make every effort to forewarn you as a user so you can take necessary precautions to mitigate the risk (e.g. to back-up your data).

How long will we retain your data?

We aim to retain your personal information for as long as reasonably necessary to provide you with the Open Food Network services and any other purpose you consent to at the time of collection.

What are your rights with respect to your personal information?

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing via **hello-usa@openfoodnetwork.net**.

Open Food Network will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

In order to protect your personal information, we may require identification from you before releasing the requested information.

If you believe that we have breached privacy laws you are entitled to make a complaint by contacting us at **hello-usa@openfoodnetwork.net**. We will use all reasonable efforts to resolve your complaint within 30 days and provide an explanation for our decision in writing. If your complaint is not resolved to your satisfaction, you can contact us to discuss or lodge a complaint with the Federal Trade Commission using the contact details located at www.ftc.gov.

How do we make changes to the Privacy Policy?

Although most changes are likely to be minor, Open Food Network may occasionally change its Privacy Policy. We will post an updated and revised version of the Privacy Policy on the Open Food Network website.

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When will we contact you?

We will occasionally contact you via email or phone to announce new Open Food Network services, explain any changes to Open Food Network services, invite you to special events, or tell you about research projects that Open Food Network data is helping make possible. We might also contact you occasionally to ask for your feedback about the Open Food Network platform or other services. Your participation in any such request is entirely optional and will not affect your use of Open Food Network services. You can choose the kinds of communications you wish to receive and you can opt out of these communications at any time.

Licensing

The Open Food Network platform software is licensed under [GNU Affero General Public License v3 \(AGPL-3.0\)](#), which is a free and open source license.

Further information

With respect to all Privacy Policy enquiries, please email us at **hello-usa@openfoodnetwork.net**.

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