

Link2Feed Confidentiality Agreement

El Pasoans Fighting Hunger Food Bank (EPFH) utilizes Link2Feed (L2F), a web-based data collection system, to collect and track household and assistance data across its network of service providers. L2F users are privy to confidential household information and the subsequent documentation of client assistance records.

First and Last Name _____

Email Address: _____ Phone Number: _____

Signature: _____ Date of completed Civil Rights: _____

By signing this User Confidentiality Agreement, the user agrees to abide by the terms and conditions detailed below:

1. Treatment of Household Information: The user will treat all household information obtained for entry into L2F as privileged, personal, and confidential. The user will handle household information with care and respect. Initials _____

2. Non-Disclosure: The user will not divulge any household information publicly or privately to anyone without a signed L2F User Confidentiality Agreement, or use such information in any manner other than to determine eligibility and document services provided by the Agency. Initials _____

3. Safeguarding of Documents: The user will safeguard any and all documents containing confidential household information and not allow them to fall into the public domain or into the possession of unauthorized persons. Initials _____

4. Prohibition of Unauthorized Copies: The user will not make unauthorized copies of household information materials. All hard-copy information will be filed in a safe and secure location according to EPFH policy. Initials _____

5. Protection of Username and Password: The user will not share their unique L2F username and password with other intake staff or volunteers. The user will log out of L2F when the program is not in use and will ensure that their password is not automatically saved. Initials _____

6. Indemnification: The user agrees to indemnify and hold EPFH harmless for any damages caused by user neglect under this policy. The user understands that such injured party(ies) may file suit for fines, damages, or monetary charges against the user. Initials _____

7. Responsibility of Equipment Use: The agency is responsible for its own equipment. The user may use any computer, laptop, tablet, or cell phone, ensuring that all privacy and confidentiality measures apply, and the user bears the responsibility of not sharing information with anyone. Initials _____

CHECK the Agency Program(s) you authorize for the person named above to have access to:

Emergency Food Assistance Program (TEFAP) or Commodity Supplemental Food Program (CSFP)

The Pantry Director or Coordinator must sign below to approve the addition of the volunteer turning in the confidentiality agreement. Specify the role your volunteer will assist with:

Food Program Manager: _____ Signature: _____

Agency Name & ID: _____ Date: _____

Core Roles: Agency Manager Reporter N/A

Role: Data Entry Attendance Duplicate Checker

*PLEASE NOTE: Link2Feed users MUST submit a copy of their current Civil Rights Certification in order for this agreement to be processed by EPFH staff. Please contact the Partner Agency Relations Manager with any questions at (915) 224-1271.