

## 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

New User First and Last Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

New User 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:** Users must treat all household information entered into Link2Feed as **confidential and personal**, handling it with **care and respect** at all times. Initials \_\_\_\_\_

2. **Non-Disclosure:** Users must not share any household information—publicly or privately—without a signed L2F User Confidentiality Agreement. This information may only be used to determine eligibility and record services provided by the agency. Initials \_\_\_\_\_

3. **Safeguarding Documents:** Users must protect all documents with confidential household information and ensure they are not accessed by the public or unauthorized individuals. Initials \_\_\_\_\_

4. **Prohibition of Unauthorized Copies:** Users may not make unauthorized copies of household information. All printed materials must be securely stored according to EPFH policy. Initials \_\_\_\_\_

5. **Username and Password Protection:** Each L2F account is for use **only by the individual assigned to it**. Users must not share their username or password with anyone, including other staff or volunteers. Users should log out when not using the system and avoid saving their password on shared devices. Initials \_\_\_\_\_

6. **Indemnification:** The user agrees to take responsibility for any damages caused by their neglect and will not hold EPFH liable. The user understands they may be subject to legal action, fines, or other charges from affected parties. Initials \_\_\_\_\_

7. **Responsibility of Equipment Use:** Agencies are responsible for their own equipment. Users may use any device (computer, tablet, or phone) but must ensure privacy and confidentiality are maintained and must not share any information. Initials \_\_\_\_\_

8. **Tablet Use for Mobile Pantries:** If you're using a food bank tablet, you are responsible for turning it off, wiping it down after each use, and reporting any incidents that may have caused damage. The tablet must be returned to the food bank driver at the end of each distribution. Initials \_\_\_\_\_

Program: ☐ TEFAP ☐ CSFP

Role: ☐ Agency Manager ☐ Data Entry

Food Program Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Agency Name & ID: \_\_\_\_\_ Date: \_\_\_\_\_

**Link2Feed Access:** To receive credentials, users must submit **this form together with a copy of their current Civil Rights Certification**. Documentation **submitted separately will not be saved** or processed. Processing time depends on when the complete documentation is received, but credentials are typically issued within **5 business days**. Submit both documents via email to [gjsiller@epfhfb.org](mailto:gjsiller@epfhfb.org). For questions, contact the Partner Agency Relations Manager at **(915) 224-1271**.