



Memorandum of Understanding (MOU) by Link2Feed (L2F), Food Bank of the Rockies (FBR) and

Partner Agency Name
_____ (referred to as User) will be setup as a
 Manager Role Client Intake Services

Access Control: User will not permit sharing credentials, and passwords to any other users within or outside of organization.

- All assigned users must read, understand and sign MOU prior to receiving L2F password and accessing the data base.
- Partner Agency will retain signed MOUs on file for auditing purposes.
- Partner Agency will maintain users by reviewing users on a regular basis to include but not limited to: reassigning user roles, deleting inactive users, changing Two Factor Authentication password.
- Partner Agency along with User will adhere to any policies and procedures that are put in place by FBR and L2F.
- User will be trained and capable to enter information into L2F correctly following confidentiality protocols.
- User will not access data base outside of Partner Agency's facility and operational hours.

Client Confidentiality Protocols: It is the **policy** that all client information is kept confidential both during services and after services. Confidential client information should never be discussed in the presence of third parties.

- Partner Agency and User will maintain all confidential client information and refuse to share information to non-partner agencies or in the presence of third parties outside of FBR's partner agency network.
- Client data provided by the client and collected by User will be stored and maintained by L2F.
- User will treat all clients and their shared information with dignity and respect.

Data Collection: Partner Agency and User will collect required client data information to ensure eligibility for specific food programs while upholding maximum confidentiality and security.

- Clients will be made aware of FBR & L2F disclosure poster and have access to take away material at their request. Ensuring clients can request to have their information removed and/or deleted.
- Partner Agency and User will receive client consent prior to entering personal information into L2F.
- Client will not be denied services, if they choose to not have their information captured in L2F.
- Clients will be informed of required information needed for program eligibility. Additional client info will be optional and collected as "undisclosed" if not shared.
- If client information is entered incorrectly User will promptly be corrected by Partner Agency or Manager User.
- Partner Agency and User will not enter erroneous, inappropriate or unnecessary data into the software to include but not limited to: Social Security Numbers, Birth Certificate, or Immigration Status of client.
- Partner agency will not enter any profanity, offensive language, malicious or discriminatory comments based on race, ethnicity, religion, national origin, disability, age, gender or sexual orientation, or any other protected class.
- Data and client information will only be used for purposes of increased services for clients.

By Signing this Memorandum of Understanding, you agree to the terms of upholding the highest security and ethical standards in regards to client data.

L2F User: _____

Date Signed: _____

Email: _____

FBR USE ONLY:
CODE: _____