



# Our Data Promise

Food Bank of the Rockies and our partner agencies (your local food pantry) are collaborating to modernize client intake processes by using Link2Feed (L2F) software. All client information will be stored electronically in the L2F database.

**What is L2F?** L2F is a secured online database for pantries to manage information regarding clients who are served within Food Bank of the Rockies network.

**How Does It Help Me?** A full intake process will only be done once! From time to time you'll be asked to verify or update your information. This feature creates faster intake during future visits. The collected information helps your food pantry and Food Bank of the Rockies share accurate information for a clearer understanding of hunger in our community.

**What Information Do You Collect?** You get to choose what information you want to share with us. If you participate in The Emergency Food Assistance Program (TEFAP) and Commodities Supplemental Food Assistance Program (CSFP), some information is required to determine participation eligibility.

Requirements to Receive Assistance	Pantry	TEFAP*	CSFP*	Other Information not required
Name		X	X	Housing Type
Address		X	X	Education Level
Date of Birth			X	Dietary Considerations
# of people in Household		X	X	Household Information
Income		Self-Declared	Self-Declared	

\*Requires information to determine program eligibility which may be self-declared.

We respect your right to choose, and hope you'll tell us more about yourself. We collect this additional information in aggregate to help with future advocacy for funding for more appropriate resources for your community. If you would prefer not to provide certain information, just let the intake staff know.

## Our Promise to you



- **We will treat you and your information with dignity and respect.**
  - If you do not want to provide your information or you feel uncomfortable answering any questions, we respect that choice and will do our best to provide services to you no matter what. We will trust your answers and will always provide our best service.
- **We will keep your information safe and secure.**
  - We will guard the information that you provide us to the best of our ability. We will not share your personal, individual information with anyone outside of this partner network.
  - L2F has a high security standard (similar to the banking industry).
  - Recording information is much safer than recording it on paper!
- **Who can access my information?**
  - Only certain people can log into the system. Your pantry and the Food Bank can run reports to look for trends and learn more about the community. Reports will not be able to identify you.