



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

Partner Agency Name / Mobile Pantry Site

_____ (referred to as User) will be set up as a

☐ Manager Role ☐ Client Intake ☐ Services

Access Control:

- Users will not share credentials or passwords with anyone within or outside of organization.
- All users must read, understand and sign MOU prior to receiving L2F password and database access.
- Partner Agency will retain signed MOUs on file for auditing purposes.
- Partner Agency will review users on a regular basis regarding but not limited to reassigning user roles, deleting inactive users, changing Two Factor Authentication password.
- Partner Agency and Users will follow all policies and procedures 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 database outside of Partner Agency's facility and operational hours.

Client Confidentiality Protocols:

- It is the **policy** that all client information is always kept confidential. Confidential client information must never be discussed in the presence of third parties.
- Client provided data that is collected by User will be stored and maintained by L2F.
- Users will treat all clients and their shared information with dignity and respect.
- Only Agency Manager Users can export data and client information for the purposes of, but not limited to increased services for clients.

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 posters and can take away material at their request.
- 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.
- Clients will not be denied services if they choose not to have their information captured in L2F.
- Clients will be informed of the 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 the User will be corrected by Partner Agency or Manager User.
- Partner Agency and User will not enter erroneous, inappropriate or unnecessary data into L2F including but not limited to: Social Security Numbers, Birth Certificates, or Immigration Status of client.
- Partner agency will not enter any profane, offensive, malicious or discriminatory comments based on including, but not limited to 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 the purpose of increased services for clients.

By Signing this Memorandum of Understanding, you agree to the above terms and to uphold the highest security and ethical standards regarding client data.

L2F User: _____

Date Signed: _____

Email: _____

FBR USE ONLY:

CODE: _____