



Helping Harvest Food Bank Service Insights User Confidentiality Agreement

Helping Harvest Food Bank utilizes **Service Insights on MealConnect (SIMC)**, a web-based data management system, to collect and track household and additional data across our hunger relief network. This confidentiality agreement is designed to protect the identity and privacy of individuals who provide sensitive personal information and data to staff and volunteers utilizing the SIMC platform.

Purpose

The purpose of this **Service Insights on MealConnect (SIMC)** User Confidentiality Agreement is to ensure that any personal information collected from visitors is kept secure and confidential. It is essential to maintain the privacy of individuals by refraining from disclosing any personal information to unauthorized individuals or third parties. This agreement is made between **Helping Harvest Food Bank** and an individual or partner agency completing the form.

1. Collection of Neighbor Information

Helping Harvest Food Bank collects personal identification information from neighbors only when they voluntarily provide such information. This information may include, but is not limited to:

- Full Name
- DOB or Age
- Physical Address
- Phone Number and/or Email Address
- Household Size (Number of people in the household)
- SNAP Status
- Gender
- Race/ Ethnicity
- Preferred Language

2. Use of Neighbor Information

The neighbors' information collected is solely for the purpose of delivering services. Staff and volunteers must ensure that they do not discuss, share, or access client information for any reason beyond what is necessary for the delivery of services. Neighbor information should not be shared with others unless necessary for verification or service delivery.

3. Protection and Confidentiality of Neighbor Information

We are committed to maintaining the confidentiality, integrity, and security of all neighbor information. Neighbors who choose not to provide certain information will still receive services, and their decision not to disclose such information will be respected. We trust the information provided by neighbors and are responsible for ensuring its confidentiality.

4. Safeguarding Login Credentials

Mobile Pantry Host Sites are solely responsible for safeguarding their login credentials, including user identification and passwords, to access **Service Insights on MealConnect (SIMC)**. It is the responsibility of the Mobile Pantry Host Site to maintain the confidentiality of their login information and to prevent unauthorized access.

5. Contact Information

If you have any questions or concerns regarding this Confidentiality Agreement or our privacy practices, please contact **Alyssa Messner** or **Alexis Fick** at 610-926-5802.

Terms of Agreement

By signing this **Service Insights on MealConnect (SIMC)** User Confidentiality Agreement, I, the undersigned, acknowledge and agree to the following terms:

1. **Confidentiality of Communications:** All communications between Partner Agency/Program staff, volunteers, and visitors are confidential and must not be disclosed to unauthorized parties.
2. **Responsibility for Privacy:** I am responsible for ensuring the privacy, confidentiality, and security of all visitor records and data, including login credentials.
3. **Non-Disclosure of Confidential Information:** As a staff member or volunteer at a Partner Agency/Program, I agree not to disclose any confidential information to third parties without the explicit consent of the visitor and Helping Harvest.
4. **Ongoing Confidentiality:** I understand that my responsibility to protect visitor information continues even after my employment or volunteer role ends.
5. **Use of User ID:** My **SIMC User ID** is recorded whenever I access SIMC electronic records. I am the only person authorized to use my SIMC User ID. I understand that I am responsible for any access to SIMC under my User ID, whether done by me or anyone else.
6. **Data Usage for Service Delivery:** I agree to use the data in SIMC solely for service delivery purposes and will access only the minimum amount of information necessary for

my role or to meet the needs of a request.

7. **Consequences of Non-Compliance:** I understand that failure to comply with the terms of this agreement may result in disciplinary actions, including termination from my volunteer or staff position at the Partner Agency/Program.

Acknowledgement

By signing below, I acknowledge that I have read and understood the terms of this **Service Insights on MealConnect (SIMC)** User Confidentiality Agreement. I agree to comply with the terms and conditions outlined in this document.

I further acknowledge that it is my duty to protect the privacy, confidentiality, and security of all visitor information, both during and after my employment or volunteer status ends.

I understand that failure to adhere to these terms may result in the termination of my role as a staff member or volunteer.

Volunteer or Staff Name (Printed): _____

Partner Agency/Program Name (Printed): _____

Volunteer or Staff Signature: _____

Helping Harvest Food Bank Staff Name (Printed): _____

Helping Harvest Food Bank Staff Signature: _____

Date: _____