



YOUR DATA YOUR RIGHTS

This pantry is switching to an electronic system to do its intake process. This means that all information that was previously collected on paper will now be saved electronically. This is a big change for this pantry, for the food bank, and most importantly for you! We understand you may have some questions and we have tried to answer them for you below. If you want to know more, you are encouraged to talk with the staff at your local pantry.

WHY THE CHANGE?

The Capital Area Food Bank is pleased to collaborate with this local pantry to modernize the intake process. By taking part in this new process and answering a few questions, you will help us reduce wait times for return visits to this pantry and help us make smarter decisions on how to serve your community.

SO WHAT'S THE NEW SYSTEM?

The system is called Service Insights. It is an electronic information tool that makes it easier for pantries to manage information about the community they serve while fulfilling any reporting requirements.

DO I HAVE TO PROVIDE MY INFORMATION?

No, but in order to receive USDA/TEFAP (The Emergency Food Assistance Program), we will need to know the following information:

- First and last name
- Address
- Number of people in your household
- Your monthly income OR if you participate in any assistance programs such as SNAP/food stamps, TANF, etc.

We will also ask about your race or ethnicity, and the names and ages of your household members. You are not required to answer these questions to receive TEFAP, but we hope that you will choose to answer them.

WILL I HAVE TO DO THIS EVERY TIME?

No. Using Service Insights allows us to store your information electronically and make future visits quicker. We will just ask you to verify and update your information from time to time.

Questions or concerns? Email us at ServiceInsights@capitalareafoodbank.org



Together we can solve hunger



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THE CAFB DATA PROMISE

We will treat you and your information with dignity and respect.

If you do not want to provide your information or if 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 no matter what.



We will keep your information safe and secure.

We will guard the information that you provide us with to the best of our ability. We will not share your personal, individual information with anyone outside of this partner network. Service Insights has very high security standards, and users can only see the information that they need to see. Recording information in this way is much safer than recording it on paper.



We will only use this information to provide better services for you.

By providing your basic information to us, you help us to tailor our services to community needs as best as we can. We will not use this information to monitor your individual activity or limit services to you. Anyone accessing your information will only do so to log services provided or update your profile. Your pantry and the Food Bank can run reports to look for trends and learn more about the community, but the reports will not identify any specific, individually identifiable information.

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