



YOUR DATA YOUR RIGHTS

This pantry is switching to an electronic system to check in clients. This means that all information that may have been collected on paper before will now be saved in a computer system. This is a big change for this pantry, for the Food Bank, and most importantly for you! We tried to answer your questions below. If you want to know more, please talk with the staff at your local pantry.

WHY THE CHANGE?

This pantry is working with Capital Area Food Bank to simplify the intake process. By answering a few questions about yourself and your household, you will help this pantry reduce wait times in the future and improve their services to you.

WHAT'S THE NEW SYSTEM?

The system is called **Service Insights**. It is a digital system that makes it easier for pantries to understand their community and improve their services.

Your pantry will give you a barcode card after you provide your information. This pantry (and any pantry using Service Insights) can scan this card to quickly record your visits in the future. The card has no cash value, and you only need one card no matter how many pantries you visit.

A food pantry team member will ask basic questions such as your name, your age, phone number, the ages of your household members, and your dietary preferences. We will **never** use this information to deny you services, and Service Insights will **never** be used to limit how many pantries you may visit. Each pantry's volunteers can only see your visits at their own organization; they cannot see if you visit other food pantries.

WHY SHOULD I PROVIDE MY INFORMATION?

By providing some information, you'll help us:

- Learn what foods people want from the pantry
- Fundraise for the pantry
- Tell our community the exact numbers of people we serve
- Let our volunteers spend more time serving you, and less time doing paperwork
- Understand more about our clients to better serve them

You are not required to participate in Service Insights to receive food, but all are encouraged to participate.

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.

Together we can solve hunger





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THE CAFB DATA PROMISE

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

All your responses are confidential. If you do not want to provide your information or if you feel uncomfortable answering any questions, we'll provide you with services no matter what. We will trust your answers, and we won't treat you any differently if you choose not to participate.

We will keep your information safe and secure.

Your information will be stored in a password-protected system. We will **never** share your personal information with anyone outside of this partner network. We will **never** share your personal information with agencies such as law enforcement or immigration services. If you complete a paper intake form, your pantry's staff will shred it as soon as they no longer need it.

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

By providing your basic information to us, you help us to better tailor our services to community needs. We will **not** use this information to monitor your individual activity or limit services to you. The Food Bank will never sell your information or use it for marketing or commercial purposes. Anyone accessing your information will only do so to log services or update your profile. Your pantry and the Food Bank can use reports to look for trends and learn more about the community. These reports will never display any personally identifiable information.

Questions or concerns?

Visit www.capitalareafoodbank.org/insights or email us at ServiceInsights@capitalareafoodbank.org

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