



"Brining Health and Hope to Communities"

Link2Feed FAQs

Q: Is the client data secure?

A: Yes!

- Link2Feed is bound by a detailed licensing and confidentiality agreement that affirms no ownership to your food bank's data or user information. At no point will Link2Feed release your data to the public or sell it to an affiliate.
- Link2Feed's 256-bit security encryption per field is the same level of online banking providers. The Link2Feed system automatically assesses all browser security settings prior to accessing the online system to ensure the highest level of data protection.
- Every authorized user is required to read, understand and sign (by logging in) an End User License Agreement (EULA). The system automatically sends an agreement through the Link2Feed software that all users must click to accept in order to login.
- All staff and volunteers must have their own login to Link2Feed. Usernames or passwords are not to be shared.
- User roles are assigned to every end user/intake person with varying levels of permissions to access client data. It is the responsibility of the Agency Manager to conduct regular maintenance of overview of users and roles.
- Client data is more secure in Link2Feed since pieces of paper on a desk or stored in unlocked file cabinets are vulnerable to copying. • For additional security information:
<http://Link2Feed.com/security-features/>

Q: How will TRFB use the data collected in Link2Feed?

A: We may use your personal information for a variety of reasons:

- **To Improve Our Programs:** We may use your information to improve our programs or activities. For example, staff may look at information to review the quality of services that people receive.
- **To Do Research:** We may use your information for research and analysis. Any reports produced with the data will not identify your individual information. Our staff and volunteers will only share your information with qualified persons outside of our agency.
- **To Connect You with Other Programs:** At your request, we may share your personal information to see if you are eligible for other benefits or programs such as Social Security benefits or SNAP.
- **To Report Abuse, Harm or Neglect:** We are required by law to report any cases of suspected abuse or neglect of children or vulnerable adults. We are also required to share information about you to law enforcement in certain cases, for example, if you cause harm to a member of our staff, another client, or if you damage our property. We may also share your personal information in case of a threat to the public, such as a terrorist attack or natural disaster.



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Q: How does my agency sign up for training for Link2Feed?

A: Training is conducted on a regular basis at the Trinity River Food Bank. To sign up for training please contact your Agency Services representative.

Q: I forgot my login information or need to reset my password?

A: Click on the "I Forgot My Password" link on the login page and a link to reset your password will be emailed to you.



 Login to the Portal

training@houstonfoodbank.org

[I FORGOT MY PASSWORD](#) [LOG IN](#)

