

Service Insights

Client Release of Information and Privacy Agreement

Benefits and Purpose

Feeding South Florida and our partner agencies provide food and other services. To provide our services to you, team members will complete a short intake. This intake will include the following information:

- Contact information to follow-up with additional services
- Information about benefits or programs in which you participate
- Demographic information

By executing below, you agree that we may share your information to our community partners and to Feeding America for the purposes listed in this agreement.

Security of the Information You Provide

We respect your information and want to make sure it remains private.

Only certain team members and volunteers can log in to the system with a unique password. Each person has been trained and has signed an agreement to keep your information private. Your personal information is also protected by local, federal, and state laws.

How we Use the Information You Provide

We may use and share the information you provide for a variety of reasons:

- **To Improve Our Programs:** We may use your information to improve our programs or activities. For example, team members may look at information to review the quality of services that people receive.
- **To Educate:** We may use your information for research and analysis.
- **To Communicate about Appointments:** We may contact you to schedule or remind you of an appointment or to inform you about other benefits or services that may interest you.
- **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.

If we would like to share your personal information for reasons that are not listed, we will ask for your permission.

We may share information that is aggregated, anonymized, or de-identified. Aggregated, anonymized, or de-identified information does not identify you as an individual and is not your personal information.

Your Rights

You have the right to cancel any permissions you have given us at any time. You may also ask to review our privacy policies. We have the right to change our privacy practices at any time. If we materially change our privacy practices, we will provide notice to you. Unless otherwise requested, this release will remain in place for three years.

You also have the right to:

- Obtain a copy of this privacy agreement.
- See, review, and receive a copy of information we maintain about you.
- Request that your information be changed or updated.

Contact Information

If you have any questions or concerns, you may contact Feeding South Florida at 954.518.1857 or clientservices@feedingsouthflorida.org.