



The East Texas Food Bank (ETFB) utilizes Oasis Insight, a web-based data collection system, to collect and track household and assistance data across its network of service providers. Oasis Insight users are privy to confidential household information and the subsequent documentation of client assistance records. By signing this User Confidentiality Agreement, the user agrees to abide by the terms and conditions detailed below:

- The user will treat all household information obtained for entry into Oasis as privileged, personal, and confidential. The user will handle household information with care and respect.
- The user will not divulge any household information publicly or privately to anyone without a signed Oasis User Confidentiality Agreement, or use such information in any manner other than to determine eligibility and document services provided by the Agency.
- The user will safeguard any and all documents containing confidential household information and not allow them to fall into the public domain or into the possession of unauthorized persons.
- The user will not make unauthorized copies of household information materials for any purpose. All hard-copy information will be filed in a safe and secure location in accordance with ETFB policy.
- The user will not share their unique Oasis Insight username and password with any other individuals. The user will log-out of Oasis Insight when the program is not in use and will ensure that their password is not automatically saved.
- The user agrees to indemnify and hold ETFB harmless for any damages caused by user neglect under this policy. The user understands that such injured party(ies) may file suit for fines, damages, or monetary charges against the user.

The East Texas Food Bank reserves the right to terminate the user's Oasis Insight access at any time.

**User Information** (*please print*)

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Agency Information** (*please print*)

Agency Name: \_\_\_\_\_

Food Program Manager: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE NOTE:** Oasis Insight users **MUST** submit a copy of their Civil Rights Certification in order for this agreement to be processed by ETFB staff. Please contact the Senior Programs Team with any questions at (903) 597-3663.

Submit this form via email to [mrodriguez@easttexasfoodbank.org](mailto:mrodriguez@easttexasfoodbank.org) or by fax at (903) 597-7659.

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**FOR EAST TEXAS FOOD BANK STAFF ONLY:**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_