

# BREACH NOTIFICATION AND ADMINISTRATION PLAN

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## How To File A Confidentiality Complaint

Central Texas Food Bank (CTFB) recommends that each partner trains its staff and volunteers on best practices for maintaining client confidentiality using the materials provided by the Service Insights team and keeps a signed confidentiality agreement on file for each staff member and volunteer.

If you believe a staff or volunteer of Central Texas Food Bank, your agency, or another partner has violated client confidentiality, please contact CTFB immediately.

Please complete this form online to report the breach:

[https://centraltexasfoodbank.iad1.qualtrics.com/jfe/form/SV\\_9Y0BSzIZ5GfXzJs](https://centraltexasfoodbank.iad1.qualtrics.com/jfe/form/SV_9Y0BSzIZ5GfXzJs)

You will receive an email stating that your complaint has been received.

One or more of the following may occur.

- The situation will be reviewed.
- You and the involved parties may be called to speak about the situation and/or requested to provide additional information
- The situation may be escalated to CTFB senior management

You will receive an email noting the final outcome of the complaint.

## Sanction Policy for Violations

Dismissal from employment or volunteer duties, along with criminal and civil legal actions may be taken for violations of applicable regulations and standards.

## Partner Agency Prevention

To prevent or deter a breach, we have provided User Confidentiality training materials and User Confidentiality Agreement templates which are available on the CTFB Service Insight webpage. You may use your own confidentiality agreements if you already have them; the templates on the Service Insights web portal are provided in the event that you do not have your own agreements. You are not required to use CTFB's confidentiality agreements unless you are using Oasis Insights for your client intake system.