# COLLECTING CLIENT DATA WITH DIGNITY & RESPECT

## OVERVIEW

| 1. If a client is ever expressing uncertainty in providing the information asked, you should be able to explain why we are collecting that information, and where it is going: | • Our system employs the same data protection as online banking  
• Your information will never be shared with anyone outside of our organization, the Northwest Arkansas Food Bank, or Feeding America Network  
• Your information will not be shared with the government  
• We ask these questions to better inform programming |
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<td>2. All client information is self-disclosed</td>
<td>• Never make assumptions about their ethnicity, gender, relationship or other personal information—give the client a chance to self-identify</td>
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| 3. Provide options for client intake | • Intake forms are available in English, Spanish and Marshallese  
• Give opportunities for oral intake |
| 4. Non-discrimination policy | • Report any discriminatory behavior to agency director as described in the non-discrimination policy:  
• Agencies “will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.” |