

## **“What Happens in Your Role, Stays in Your Role!”**

### **The Importance of Confidentiality: Your Responsibilities as a CHSS Volunteer**

#### **What is Confidentiality?**

We wish to provide a safe environment for you and other volunteers, stakeholders and participants to enjoy your experience with us. To assist with this, it is important to outline some important boundaries that volunteers must all stick to.

Data management, data protection and confidentiality are important to the work we do. We also recognise the importance of protecting the rights of individuals in respect of any personal information we keep about them or share. This includes photographs as well as personal details about an individual, including contact information. It also includes being very careful about posting information on social media.

#### **Why is it important?**

We have a legal responsibility to protecting the rights of individuals and their privacy. If these regulations are violated, both the charity and the individual disclosing the information can be held accountable.

#### **Expectations**

We therefore ask you:

- if participating in your volunteer role from your own home, ensure that others in your household do not have access to confidential information. All personal data must be accessible only to those who need to use it.
- to ensure that people who do not need to see confidential information cannot do so, including any information on your computer device or screen
- not to discuss confidential matters relating to an individual inappropriately with colleagues, or other agencies
- be mindful when sharing confidential information to a volunteer line manager to do so appropriately, ensure that you cannot be overheard
- not to leave notes or information where they can be seen, and they must be securely destroyed once they have served their purpose

**If you suspect a data breach has occurred, you should discuss it with your Volunteer Line Manager.**

Vulnerable adults and young people may share information with you that causes you concern. Where you believe the person is in immediate danger or has been physically or sexually harmed, **you should contact your Volunteer Line Manager immediately** who will determine as to whether this is a matter that should be reported to the Police to ensure that evidence is not lost. The Volunteer Line Manager will inform CHSS senior staff.

If the concerns are less immediate the volunteer should discuss the issues disclosed with their Volunteer Line Manager who will report them to their Director.

**CHSS has a Data Protection & Confidentiality Policy available on our [Volunteer Portal](#).**