1.8 Volunteer Confidentiality and Privacy Policy

**Purpose**

To ensure the proper handling of client and volunteer information by <Insert Organisation Name>, its staff and volunteers.

**Background**

<Insert Organisation Name> requires the disclosure of personal information by its clients and volunteers to perform its designated functions. This information is governed by both legal and ethical considerations as outlined in the Commitment to Volunteer Involvement Policy, and hence <Insert Organisation Name> must ensure this information is handled correctly.

**Policy**

<Insert Organisation Name> acknowledges its legal obligations in regard to the handling of confidential information and will ensure all such information is held in a secure environment. Within this environment, <Insert Organisation Name>’s volunteers will only have access to personal information on a need-to-know basis, and all staff, whether volunteer or paid, will be required to sign a confidentiality agreement prior to commencing work. This information will, furthermore, be held in the strictest confidence at all times, and redundant information will be destroyed.

Although this policy has particular application with regard to clients’ and volunteers’ personal information, staff and volunteers will take equal care in ensuring the proper handling of information of a confidential nature, whether it is regarding <Insert Organisation Name>’s business, its employees, volunteers or clients.

Breaches of confidentiality will be personally dealt with by the CEO or the <Insert Position> as delegated, and, if appropriate, will include follow-up and/or disciplinary action in accordance with the Counselling and Discipline Policy and Procedure.

**Responsibility**

This policy applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1, 5.1, 5.5, 6.1-6.3, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Confidentiality and Privacy Procedure
* Risk Management Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure

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| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |