1.9 Volunteer Confidentiality and Privacy Procedure

**Procedure**

<Insert Organisation Name>’s volunteers will not disclose information of a confidential or private nature to any person or agency (including <Insert Organisation Name>’s members, employees or other volunteers) without the express and prior permission of the person concerned. If in doubt as to whether a piece of information is of such a nature, the volunteer in question will seek advice from supervising staff or err on the side of caution and treat it as confidential.

The <Insert Position> is responsible for ensuring all volunteers sign a confidentiality agreement upon commencing work; the signed and witnessed agreement will be submitted to the <Insert Position> along with other relevant documentation to be filed in the volunteer’s personnel record.

**Storing Confidential Information**

Volunteer’s personnel records will be kept in a locked cabinet in the <Insert Position>’s office in accordance with the Access to Personnel Records Procedure. Access to these files will be restricted to a necessary minimum, and the private contact details of volunteers will not be given out to members of the public. In the event of a member of the public needing to contact a volunteer urgently, the CEO, <Insert Position> or designated staff may use the volunteer’s private telephone number to either pass on a message or obtain permission to give out contact details.

Client information will be recorded and saved in <Insert Organisation Name>’s CRM software.

Breaches of confidentiality will be reported to the CEO who will personally deal with the matter, or as delegated to the <Insert Position>, including follow-up and / or disciplinary action in accordance with the Counselling and Discipline Policy and Procedure.

**Privacy and Confidentiality Processes**

* Volunteers are not to disclose any information which may be detrimental to the client, or which is inconsistent to the purpose originally disclosed;
* All staff should safeguard client information (files, personal notes, messages) from scrutiny of others at all times;
* Volunteers should respect the client's need for anonymity outside the agency, or privacy within any organisation premises;
* Information or files concerning clients will not be left in view or unattended in the Reception area, and written documentation regarding clients will be kept to a minimum and stored appropriately;
* Computer screens that can be used to view client information will face away from walkways and the Reception waiting area;
* Case discussion for the purpose of supervision is permissible and valuable.

All relevant stakeholders including volunteers must sign a media agreement before <Insert Organisation Name> is allowed to share photos, stories, feedback and other identifying information.

**Disclosure of Personal Information**

<Insert Organisation Name> may disclose personal information in the following circumstances:

* Where a criminal act is involved,
* Where there is serious risk of harm or abuse to another person including <Insert Organisation Name>’s staff and volunteers,
* Where there is violence or other behaviours which may place another organisation at risk where a referral process has occurred,
* Where <Insert Organisation Name> is required by law to provide a government department or authority certain information. Where this occurs the volunteer must discuss the case with their supervising staff and / or the <Insert Position>, who will then follow-up the request in writing and seek approval from the CEO for the information to be released.

**Application**

This procedure 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 Policy
* Risk Management Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers 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 |  |