

Volunteers' Confidentiality Instructions

Thank you for volunteering to support people in need of assistance in the local community during the Covid-19 outbreak.

As a volunteer, we will be giving you the personal information of individuals who need your support. At times this information could contain very sensitive details about their health, disabilities and personal circumstances. This could be shared with you both electronically or in paper format.

Under the Data Protection Act 2018 you personally can be prosecuted and fined for incorrectly using or sharing personal information. Whilst we are all working together, it is therefore vital that we collectively look after our citizens' information and that we make you aware of your responsibilities to help us to achieve this aim.

- Do not disclose, discuss or share any personal information regarding the individuals you have been asked to support. This includes with members of your family and friends.
- If you receive information electronically, please ensure that it is only you who has access to this.
- If you receive it in paper format, do not leave this information where it can be viewed by other people. This includes leaving it visible in your vehicle, on public transport, in your home or in other people's homes.
- Take extra care when visiting people that you do not leave any copies of personal information behind.
- Follow any additional guidance or advice given by whichever service or organisation who you have been asked to support. This may include how to confidentially destroy electronic and paper copies. Never put personal information into a normal waste bin.
- If you take a telephone call, please ensure that no one can overhear your conversation and make sure you have verified who you are talking to.
- If you are issued with an ID badge, ensure that you wear it at all times when undertaking your voluntary duties.
- If you become aware that any information, equipment, or ID that you have been given to undertake your voluntary role, has been lost, stolen, or shared with the wrong person, please report this **immediately** to your volunteer coordinator hubs or your nominated point of contact.

Privacy Notice

For further information about how Calderdale Council processes your personal information, please see the [volunteer privacy notice](#).

Further Information

If you are no longer able or willing to undertake this role, please advise us as soon as possible by contacting socialcarecovid@calderdale.gov.uk, your volunteer coordinator hub or your nominated point of contact. Any information you are provided with, and/or your ID badge, must be returned to your volunteer coordinator hubs or your nominated point of contact if you are no longer able to or willing to undertake this role.

If you do not understand these instructions or wish to discuss any part of the above further, please contact socialcarecovid@calderdale.gov.uk