**Guidelines on Data Protection, Information Sharing and Safeguarding for Volunteers**

Age UK Camden (AUC) expects its volunteers and staff to represent the organisation in a competent and professional way. How we engage with the people we support and how we keep their personal information safe is an important part of all volunteer and staff roles.

These guidelines address key points that make up AUC Information Governance, Confidentiality, Data Protection and Safeguarding Policies.

As adults we have a general right to independence, choice and self-determination including control over information about ourselves.

There is no English law that prevents the sharing of sensitive, personal information within organisations.

**The Data Protection Act 1998 is not a barrier to sharing information** but provides a framework to ensure that personal information is shared appropriately.

Age UK Camden strives to be open and honest with people from the outset about why, what, how and with whom information will, or could be, shared, and seeks their agreement to do so.

* Clients using our services are asked to give written consent to share their personal information with external agencies to support them as needed.
* Clients using our befriending services provide personal information that helps us support them and are asked to give their consent to share this with appropriate people such as our volunteers.

**Share personal information with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share personal information. Information may still be shared without consent if it is judged that lack of consent can be overridden in the public interest. (See Safeguarding)

**How we share and store information about the people we support must be secure:**

* **e**nsure that the shared information is necessary for the purpose for which it is shared
* it is shared only with those people who need to have it
* it is accurate and up to date
* it is shared in a timely fashion
* and it is shared securely

**The guidance is relevant for all volunteers with the service subheadings highlighting particular issues that relate to individual services.**

**All Volunteers**

* Do not share personal information such as phone numbers and email addresses with the clients.
* When communicating via email refer to the client only by their initials and do not include their phone number or address or any personal identifying information in the message. If you have access to the client Clog number, use it.
* Do not share images of our clients on your personal social media pages or information about them unless it is information that has directly come from Age UK Camden social media pages.
* If you use your personal device to communicate with Age UK Camden about a client, let us know if you phone has been lost, hacked or stolen.

**Befrienders /Home visitors/ Escorts/ Community Connectors**

Volunteers emailing or making calls to or from personal mobiles and devices to their coordinators and to the clients they support should:

* Password protect device(s)
* Double delete (that is to say delete ‘sent’ and delete ‘received’ messages) any messages/attachments sent to/from your coordinator from your email account which includes any information related to the client supported.
* Only use the client initials and no personally identifying information in the message.
* Delete history of calls / emails / texts from phone/device
* Store any contact details for the client in a way that only you can identify the individual.

**Information & Advice/ Administration and Office Support**

* Record client details, actions and information using the Charity Log database (CLOG) used by Age UK Camden and/or report to your coordinator
* Training on the use of CLOG is provided.
* Record information as shown by your coordinator.
* If you leave your desk unattended, log off and/ or lock your computer so the screen shows no confidential information.
* Put away any confidential information when leaving the desk unattended.
* Make sure all information is securely stored at the end of the day.
* Do not leave confidential information unattended at the photocopier or fax machine. Use ‘locked print’ option if possible.
* Follow work practice of team as directed by the line manager and coordinator

**Counsellors**

* Store any contact details you have for the client in a way that only you can identify them
* Store your client’s details and their assessment/session notes separately
* Do not photocopy or take documents/notes out of the office that show the client’s identity/personal details.

**Computer Training Service:**

* Do not use personal email addresses in the learning environment.
* Any documents printed at the request of a participant that is left behind at the end of a drop-in session is either stored securely or shredded.

**Resource Centres/ Groups**

* Do not discuss personal information about a client with other clients without consent from that individual. (e.g. if someone is in hospital – not sharing details of condition etc.)
* Discuss any issues or concerns you have about a client with a member of staff only.
* Do not visit a client in their home, unless it is explicit to your role.

**Charity Shop:**

* Keep any customer information provided for Gift Aid safe and confidential.
* Give customers appropriative privacy when using Credit Card machines and entering pin numbers.

**Safeguarding and Information Sharing**

Adults have a general right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding you can raise a concern without consent of the adult at risk in certain circumstances. These are:

If you are ‘acting in the public interest’ such as

* A crime is suspected or has been committed.
* The adult is at risk of serious harm
* Other adults or children may be harmed by the perpetrator
* The abuse has occurred in a place where there is a responsibility of care
* The person alleged to be causing the harm relates to staff, volunteers, interns, or students in placement of an organisation.
* The person lacks mental capacity to consent and a decision is made to make an alert in the persons ‘best interests’.
* A person is being unduly influenced or intimidated to the extent that they are unable to give consent.
* It is necessary to prevent crime
* It is in the persons vital interests (to prevent serious harm, distress or in life threatening situations (emergency services)
* An individual volunteer cannot give a personal assurance of confidentiality.
* Volunteers should always report safeguarding concerns; this is usually to their coordinator in the first instance.
* It is good practice to try to gain the client’s consent to share information.
* As long as it does not increase risk, volunteers should inform the client if they need to share their information without consent.

**Information that is essential to particular services is outlined under the various headings. However we ask that volunteers are familiar with all the guidelines and if unsure or do not understand what is being asked of them that they speak to their line manager or the volunteer manager.**

* I have read and understand these guidelines and will do my best to follow them while volunteering.

Volunteer Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Date Reviewed: 18th February 2017 / Amended 17th May 2018 |
| Approved by: SMT |
| Review Date: 17th May 2019 |
|  |