**Confidentiality**

**and**

**Information Sharing Statement**

**for Volunteers of Refugees Welcome**

**Principles**

* Refugees Welcome recognises the right of all individuals to confidentiality and that they have a right to expect that personal details and all facts and information about them will be kept confidentially and in line with the requirements of the law.
* It also recognises that information including racial or ethnic origin, religious beliefs, political opinions and physical and mental health fall within the Data Protection Act’s definition of “sensitive data” which is subject to stricter regulation than “ordinary personal data” and where additional conditions must be met for it to be used and disclosed lawfully.
* Refugees Welcome believes that the right to privacy, confidentiality and appropriate use of data are essential to ensure all individuals have full confidence in the organization and are treated with respect and dignity.
* RW recognises that misuse of data can be damaging and distressing and is committed to the principles of the Data Protection Act which provides individuals with protection from unwanted or harmful use of data.
* In line with Home Office Resettlement Scheme Data Sharing Protocol[[1]](#endnote-1), information about an individual will not be divulged or passed to a third party without the individual’s recorded consent, except where relevant sections of the Cheshire East Information Sharing Protocol[[2]](#endnote-2) apply.

Further information is available in the full Refugees Welcome Confidentiality and Information Sharing Policy

**Volunteer Confidentiality and Data Sharing Agreement**

In order to comply with the principles set out above I agree to maintaining the confidentiality of all personal and sensitive information.

This means:-

* I will not divulge any personal information about an individual to a third party without the individual’s consent. The exception to this is that information can and should be routinely shared through secure mechanisms (see below) with authorised personnel including the Volunteer Supervisor, other volunteers who have signed this confidentiality agreement. This is to ensure a high-quality service in which all parties have a full and shared picture of a family’s circumstances, strengths and needs.
* If contacted by someone else on behalf of an individual, I will only act on behalf of and/or share data with the individual’s direct permission
* I will not use any information I have obtained because of providing services through Refugees Welcome in any way which is inaccurate or misleading

**Record Keeping**

* Any Records of volunteer activity will be stored on a secure electronic system, where they can be accessed by the CVSCE Supervisor and authorised personnel within Refugees Welcome. For the Community Sponsorship Scheme and Afghan Resettlement Scheme this includes any Team Leaders, the Volunteer Co-ordinator and the Trustee Leads. No other storage is permitted, including on a personal laptop or data stick or in hard copy.
* CVSCE will monitor all records and take responsibility for archiving records as appropriate

**Information sharing**

* The primary methods of sharing information will be through Trustees the CVS Cheshire East Supervisor and through personal conversations with authorised Project Leads.
* In recognition that email systems are not secure, personal data must not be divulged by email, and families must be referred to in emails in the manner agreed– initially Family 1 and Family 2 etc or initials of family names as decided for CSS and ARBS and other projects.
* Telephone conversations with authorised personnel must take place in environments where they cannot be overheard.
* Where groups of Volunteers use ‘What’s App’ to keep in touch with what is going on they must still maintain confidentiality. This does not replace proper recording of visits and volunteer activity.

Where a “Cause for Concern” is identified, information must be shared with the Volunteer Supervisor, Designated Trustee or the Project Lead who will contact the Social Services Emergency Duty Team in line with the Children’s and Adult Safeguarding Policies.

**Breaches of confidentiality**

* In the event of any unauthorised disclosure, the volunteer will inform the Volunteer Supervisor at the earliest opportunity.

I have received a copy of this agreement at induction along with a discussion to ensure my understanding.

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| --- | --- | --- | --- |
| Signed: |  | Date: |  |

|  |  |
| --- | --- |
| Name (Capitals): |  |

1. [↑](#endnote-ref-1)
2. [↑](#endnote-ref-2)