



Volunteer confidentiality and data protection agreement

At Endometriosis UK, we all have a responsibility to ensure individuals and other organisations can trust us.

It is essential that anyone who has access to confidential, personal and sensitive personal information understands how to handle, store and share it appropriately in line with Endometriosis UK's policies and procedures and complies fully with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).

Confidential information

Information is held on trust and as an Endometriosis UK volunteer you must not discuss this information outside the charity, send it by any means to any third party, share it in general conversation or use it for your own purposes whilst in your role or once your role has ended. As part of your volunteer induction the Support Network Team will provide you with support and information relevant to your specific volunteer role and will encourage you to ask for support in this area whenever you need it.

Confidential information must only be used for the specific purposes it was intended and shared on a 'need to know' basis. It may include:

- Information from phone conversations
- Medical and health information
- Email/text message/letter content
- Information about the charity's activities, finances or planning

Personal Information

Personal information is any information that can be used to identify a living individual such as their:

- Name
- Date of birth
- Address
- Email address
- Phone number

Personal and sensitive information is information which could be used to discriminate against a living individual such as their:

- Sexuality
- Ethnicity
- Religious or political beliefs
- Mental or physical health, including whether they have endometriosis

Endometriosis UK recognises that different volunteer roles may require collection of different information and requirements. We have included further information for these specific roles below:

Group Leaders

All support groups are Endometriosis UK groups and while group leaders and other individuals may leave the organisation, the group and its associated members and their contact details will still belong to Endometriosis UK. Under no circumstances should departing volunteers retain any personal information about group members.

All support groups' Facebook groups and pages belong to Endometriosis UK. All associated group members, page followers and those who like the page, and their contact/personal details belong to Endometriosis UK. All support groups' Facebook group and pages must have Endometriosis UK staff member as a Facebook Admin. When a support group leader, or any other kind of volunteer, steps down from their volunteer role, they will be removed as an admin of the group. Overall the support group leaders will be responsible for running and regularly moderating the Facebook group/page but Endometriosis UK will occasionally check how groups/pages are running and post Endometriosis UK content and requests.

Group Leaders will most likely collect personal information about their group members in order to add them to mailing lists and keep them up to date with information about the group.

All group leaders must use the Volunteer Dashboard for communications with their groups and must upload personal contact information directly to the dashboard and not store this in any other place or format. If group leaders are not able to upload personal information to the dashboard "in real time", they are required to destroy any personal information safely and securely. Volunteers are urged to contact the Support Network Team if they need any clarification as to this.

Group Leaders must conduct all individual communication through their organisational email and must not use any other email provider or server to send electronic communications.

Helpliners

In the course of their volunteer duties, helpliners may collect personal information about callers in order to request or pass on information to head office. Helpliners should only use their organisational email to pass on this information and must destroy any personal information safely and securely. Volunteers are urged to contact the Support Network Team if they need any clarification as to this.

Forum Moderators

In the course of their duties, moderators may collect personal information about forum members. If this information is included in public forum posts, volunteers must remove this information and ensure it is deleted.

Should moderators be passed personal information by forum users, they should pass this information to the Support Network Team via their email address and then ensure this is deleted.

Declaration

We ask all volunteers who have or will have access to confidential, personal or sensitive personal information to agree to and sign this agreement.

If a volunteer refuses to sign the agreement, then we would be unable to appoint them in a volunteer role within Endometriosis UK.

In the event that a volunteer breaches the agreement then we would work with them to understand the circumstances surrounding the breach before deciding on a way forward, which may include asking them to step down from their role.

I have read and I agree to comply with the above agreement:		
Volunteer Name		Volunteer Signature

Date:
Staff Signature:
Date recorded on Civi: