



<b>POLICY INFORMATION (Policy no VOL002)</b>	
<b>Subject</b>	<b>Confidentiality Guidelines and Procedure for Volunteers</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	Allocated Managers are responsible for ensuring that this policy is adhered to.
<b>Date issued</b>	July 2024
<b>Next review date</b>	July 2027
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Chief Executive Officer/Director of People Services
<b>Notified to (when)</b>	Senior Leadership Team (July 2024)
<b>Authorised by (when)</b>	Senior Leadership Team (July 2024)
<b>CQC Standard if applicable</b>	
<b>Links to other Hospice Policies</b>	Volunteer Policy VOL001 Data Protection Policy and Procedure HR0005
<b>Links to external policies</b>	
<b>Summary</b>	The aim of this guideline is to achieve a standard and fair approach to ensure all volunteers understand the importance and implications around confidentiality whilst volunteering with Nottinghamshire Hospice.
<b>This policy replaces</b>	Confidentiality Guidelines and Procedure for Volunteers VOL02 (2021-24)

### **IMPORTANT NOTICE**

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Review date</b>
Original policy written by Volunteer Services Development Manager	June 2018	Oct 2020
Policy reviewed by Volunteer Services Manager	Jul 2021	Jul 2024
Policy reviewed by Chief Executive Officer/ Director of People Services	Jul 2024	
Policy notified to Senior Leadership Team	Jul 2024	
Policy ratified by Senior Leadership Team	Jul 2024	Jul 2027
Updated control sheet and published on website	Oct 2018	Jul 2024

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<p><b>1.</b></p>	<p><b>Introduction</b></p> <p>Nottinghamshire Hospice is committed to maximising resources and involving members of our community through providing opportunities for volunteering in support of the Hospice and to encourage the participation of individuals representing the diversity of the local community.</p> <p><u>If you are unsure about any of the content of this policy, you must seek initial clarification from your allocated manager or other staff immediately (if your allocated manager is not available).</u></p>
<p><b>2.</b></p>	<p><b>Definitions</b></p> <p>Confidential information is that which is regarded as ‘personal’. It is information which is told to an individual, or a group of people, and is not meant for public or general knowledge. It is your duty as a volunteer not to reveal to any other person, outside the specifically expressed person(s) within the organisation, any matter which becomes known to you via your involvement with the organisation. This includes information which may be traced back to the individual by identifying them or anyone else involved with them.</p> <p><b>Personal Information</b> is that which is defined by the individual, but in the most basic terms, is any piece of information that someone can use to identify, with some degree of accuracy, a living person. Examples include: a name and surname in an email address; a home address; an identification card number, location data, phone number.</p> <p><b>Sensitive Personal Information</b> is a special category of data that must be treated with extra security. Examples include:</p> <ul style="list-style-type: none"><li>• medical records</li><li>• racial or ethnic origin</li><li>• political opinions</li><li>• religious or philosophical beliefs</li><li>• Trade Union membership</li></ul>

	<ul style="list-style-type: none"> <li>• genetic data</li> <li>• data related to a person’s sex life or sexual orientation.</li> </ul> <p>It should be accepted that it may be necessary to over-ride the confidentiality policy in the event of legal proceedings, safeguarding or where a third party may be at risk of serious and immediate harm.</p>
<p><b>3.</b></p>	<p><b>Procedures and Compliance</b></p> <p>As a volunteer you may have a considerable amount of contact with patients, clients, their family and customers and so will be aware of confidential information. These guidelines are not exclusive but provide examples of some of the situations where confidentiality could be put at risk. Any breach of confidentiality will be dealt with under the Managing Concerns and Performance of Volunteers Policy (VOL003) as appropriate.</p> <p>It is important for you, where possible, to be clear about your limits with patients, clients their family and customers, so that you are not placed in a position where you are hearing information they would prefer you not to hear or feel that they are not able to keep within the boundaries of confidentiality.</p> <p>It is likely that it will be the natural progression to discuss any event that takes place while volunteering with family or friends. It must be remembered that your family or friends are the same as any other person in terms of confidentiality.</p> <p><b>Protecting Data – Volunteer Do’s and Don’ts</b></p> <ul style="list-style-type: none"> <li>• Volunteers should not leave notes of clients’ information in view of any other person nor discuss clients on the phone within earshot of another.</li> <li>• If you meet a patient, their family or a customer in the street, you may break their confidence by acknowledging them. Let that person make the decision to recognise you or not.</li> <li>• Volunteers should never become involved in conversations with</li> </ul>

	<p>patients, clients, family members or customers about other patients, family members or customers. Any information revealed to a volunteer about another client should be reported to the appropriate person within the organisation.</p> <ul style="list-style-type: none"> <li>• When visiting, driving or picking up a patient volunteers may see and speak with relatives, friends or others associated with clients. Volunteers should not discuss the client with these people when information is being exchanged.</li> <li>• Volunteers phoning clients from their own home should dial 141 first.</li> <li>• Volunteers are bound by the terms of their agreement on confidentiality on leaving the organisation. Failure to adhere to this may result in Nottinghamshire Hospice taking appropriate legal action.</li> </ul>
<p><b>4.</b></p>	<p><b>Equality Impact Assessment (EIA)</b></p> <p>An EIA has been completed.</p>