

Quick GDPR/Data Protection and Confidentiality Policy- Volunteer Quick Guide

This document outlines volunteer's responsibilities in confidentiality and data protection. If you want to find out more detail, please refer to the General Data Protection Regulation (GDPR) and Confidentiality Policy on our website [Policies & Documents | Home Start Cotswolds](#).

Home-Start are clear that data protection is a framework to help you share information. It doesn't prevent you from sharing information to safeguard a child. It can be more harmful not to share information that is needed to protect a child or young person. If you are concerned that someone might be at risk from harm, or a parent/carer or child tells you that someone has been harmed or at risk from harm, you must tell your coordinator or other member of staff at Home-Start.

Similarly, if someone tells you something about a volunteer, trustee or member of staff that may make them unsuitable to work with families and children, you must tell someone at your local Home-Start. Please see the Safeguarding and Protecting Children Policy or Volunteer Quick Guide for further details on the action to take.

The Data Protection Principles

- People who share sensitive personal information with Home-Start have a right to expect that it will be treated as confidential, unless information needs to be shared to keep people safe.
- Personal and confidential information obtained by Home-Start will be handled in compliance with data protection law and as set out in our Privacy Notice.
- Access to information is limited to those who have a genuine need to see and use the data.
- Everyone who works for or with Home-Start (trustee, staff and volunteers) must understand their duty to maintain confidentiality and the consequences of breaching confidentiality.
- Failing to comply with data protection legislation can risk financial, regulatory and reputational damage to individual Home-Starts and the wider federation.
- Data protection applies to all personal data (e.g. name, conversations, emails, telephone numbers and digital images etc).

Personal data should be:

1. Collected for explicit, legitimate purposes.
2. Processed lawfully, fairly, and transparently.
3. Collection should be adequate, relevant, and not excessive.
4. Accurate and up to date and errors promptly corrected.
5. Not retained for longer than necessary.
6. Secured against unauthorized access, loss, or damage.
7. Handled with accountability to demonstrate compliance.

Home-Start ensures families, staff and volunteers have the right to:

- Be informed about data, request access to their data and for the data held about them to be accurate and deleted when no longer needed.
- Data subjects can restrict or object to data processing.

- Be informed/understand that some data may be transferred to other organisations (data portability)

Incident and Data Breach Management

- Breaches (e.g., data loss, theft) are managed by the Data Protection Lead, with reports to the Information Commissioner's Office if necessary.
- We know that most data breaches are accidental. It is important to tell your volunteer co-ordinator/manager **ASAP** when something has happened (even if you are not sure if it is a data breach) to enable them to manage the situation.
- Data breaches may result in disciplinary actions for staff and volunteers being removed from their roles.

Roles and General Responsibilities

- **Trustees:** Ensure compliance, oversee confidentiality, and manage data breaches.
- **Managers/Staff:** Collect, process, and secure data responsibly; Managers will ensure that role specific training is provided to staff/volunteers about data protection responsibilities.
- **Volunteers:** Maintain confidentiality and securely handle family data; breaches can lead to be asking to stop volunteering.
- **Data Protection Lead:** Oversees compliance, manages breaches, and maintains records.

The specific Responsibilities that Volunteers have under the GDPR Policy are:

- making sure they understand and follow the principles of confidentiality and understand the limits around what information is collected and shared (set out in the Privacy Notice and in the GDPR policy [Policies & Documents | Home Start Cotswolds](#)) and follow the procedures put in place by Home-Start to maintain that confidentiality
- being careful not to discuss families they support in ways that would identify them to others, making sure that any information they record about their families is held securely and is destroyed as soon as support is ended in line with our Data Protection policy
- keep all data secure, by taking sensible precautions and following the relevant Home-Start policies and procedures relating to data protection.
- knowing that breaches of confidentiality are serious and could result in ending their volunteering role and could make them liable to prosecution.

We would always encourage volunteers to read the full GDPR/Data Protection Policy [Policies & Documents | Home Start Cotswolds](#) If you have any questions about this guide, please speak to your Coordinator.

Data Protection Lead:

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Data Protection Trustee:

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