



GUIDANCE ON PRIVACY FOR VOLUNTEERS

Introduction to Data Protection

In order to preserve and protect the privacy of everyone we work with, including both beneficiaries and volunteers, Friends of the Family (FOTF) must comply with the UK Data Protection Act 2018 and the Privacy and Electronic Communication regulation and the code of practice as published by the UK Information Commissioner's Office. This guidance explains how we do that.

We follow these simple rules:

Do	Don't
<ul style="list-style-type: none">• ensure we are always transparent in what we do with personal data. We say what we do and do what we say• only collect personal data that we need and keep it for as long as we really need it – no more, no less• respect the privacy rights of individuals• keep personal data secure. Report security incidents including Personal Data Breach immediately to the Operations Manager• allow personal data to be transferred to Third Parties only when we have taken the appropriate measures to ensure that there is adequate data protection in place.	<ul style="list-style-type: none">• disclose personal data to others unless the disclosure and use of that information is within our authorised duties• leave personal data insecure, for example, leave it on the printer or transfer it to our personal email or any other unauthorised parties• use personal data for a new, unrelated, or different purpose without a legal ground to do so• use unencrypted emails to send special category personal data or large volumes of personal data to external recipients• erase or alter personal data following the receipt of an individual's request related to their personal data

We abide by the following Golden Rules in our daily work:

- 1 Respect individual's privacy rights
- 2 Ensure our privacy statement reflects your processing
- 3 Be clear for what purposes personal data is collected and stick to them
- 4 Only collect what we need and delete it when no longer needed
- 5 Keep personal data and information secure
- 6 Only allow personal data to be processed by third parties or in countries when adequate protection is in place

Personal Data examples

Personal data examples	<ul style="list-style-type: none"> • Name • Address • Financial accounts • Details about family • Photographs and CCTV footage • HR records and performance reviews • Expressions of opinion about somebody • Business contact details • Telephone number • E-Mail address • IP address • Device name or ID • Combinations of information that might permit individuals to be identified.
Sensitive personal data examples	<ul style="list-style-type: none"> • IDs such as Government ID, driver's license and social security number • Criminal history (or record of any proceedings for any offence committed or alleged to have been committed) • Biometric information • Children's data • Racial or ethnic origin • Political opinions • Religious beliefs • Membership of a Trade Union • Physical or mental health • Sexual life

About this guidance

FOTF is committed to having effective measures and controls to safeguard the privacy of its beneficiaries by providing volunteers with guidance on good practice for the protection of personal information. As such, this guidance focuses on your obligations as a volunteer.

Accountability

Volunteers are accountable to FOTF for the protection of any personal information they may hold in relation to the beneficiaries they are working with. Volunteers are responsible for understanding and complying with this guidance, and for raising any privacy-related suspicions or breaches to the relevant project lead.

Training and awareness

All new volunteers will receive training on protecting the personal information of the families they work with. They are also required to read, sign and abide by the FOTF Confidentiality Agreement.

Disciplinary Action

If a volunteer is unable to adhere to this guidance or their practice gives cause for concern, they will be asked to enter into discussion with their Project Leader and Chair of Trustees where support and training will be offered. If the issues are not resolved, then the relationship between Friends of the Family and the volunteer will be ended.

Personal information which may be shared between FOTF and volunteers

FOTF may share any or all of the following information with you in relation to a child and their family:

Befriending volunteers:

Volunteers are provided with the names, date of births and address of all family members by email when they are matched and are ready to be introduced to the family.

Background information about the family circumstances is given verbally only during the matching process and, if family circumstances change whilst the befriender is supporting a family, then this may also be shared verbally during supervision.

Playworker volunteers:

Volunteers will be made aware of private information regarding the families they are supporting, only if necessary.

If there is a change in family circumstances that may affect a child, or any difficulty that may cause a change in behaviour, the therapist will share whatever they think is necessary for the volunteer to support the child as best they can. Any information will be shared verbally only and should never be shared outside the group.

Contact details and essential medical information is stored in the FOTF office for use by volunteers in the event of an emergency or medical issue. These details are not to be copied or removed from the office.

Use of personal information during your volunteering role:

Befriending volunteers:

- For the duration of your Befriending relationship with a child and their family, personal information must be stored securely and not shared with anyone outside FOTF.
- You will be required to complete an online diary entry for each Befriending session. Once that is completed it is automatically transferred to the FOTF secure database.
- Any concerns or supplementary information about a child or their family should be relayed to the Befriending Manager for secure storage.
- No paper records of Befriending sessions or other interactions should be held by volunteers.
- At the end of the Befriending relationship all digital or hard copies of personal information relating to the child and their family, including photos, must be securely destroyed.

Playworker volunteers:

- After each group session, feedback will be requested by the Play Leader for transfer to the FOTF secure database.
- No digital or paper records of MYC sessions or other interactions with the children or their families may be held by volunteers.

The transfer of personal information to external organisations

Volunteers must not pass personal information about the children or families they are working with to other organisations. Where it is necessary for other organisations to become involved, FOTF will manage the transfer of information.

If there is an immediate threat/danger to a child or family member, the volunteer should call 999.

Social Media

While it is acceptable (and encouraged) for you to share the fact that you are volunteering with FOTF via social media, you must not share any information or pictures relating directly to the child/children or families with whom you are working, or do anything which might allow the child/children and families to be identified.

Photographs

Befriending volunteers:

- With the consent of the parent(s) it is acceptable to photograph your focus child during Befriending sessions, purely for the purposes of sharing those photos with the child and their parents, or with FOTF.
- Photographs must be not shared online or with anyone outside of FOTF. If FOTF wish to use the photos in marketing or social media content, we will first gain consent from the family.

Playworker volunteers:

- No photographs may be taken during MYC sessions, except by the Play Leader or other FOTF staff. If FOTF wish to use the photos in marketing or social media content, we will first gain consent from the family.

Personal Data Breaches

A Personal Data Breach refers to a breach of security leading to, amongst others, the accidental or unlawful destruction, loss, alteration, or unauthorised disclosure or access to personal data, processed by us or by a Third Party. This can, if not addressed in an appropriate and timely manner, lead to significant impact to the privacy and data protection rights and freedoms of individuals.

In case of a Personal Data breach, you must immediately notify the Operations Manager of the breach by emailing admin@fotfwinchester.org.

Any concerns?

If at any time you are unsure of your obligations regarding the protection of personal information, or want to check whether something you wish to do is acceptable, please email admin@fotfwinchester.org for advice or speak with the relevant project lead.

Policy reviewed at Friends of the Family meeting: 17 July 2024

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