**3. Confidentiality Policy**

**Purpose:** The purpose of this Confidentiality Policy is to ensure that all personal, sensitive, and organizational information handled by volunteers at FASS is protected in compliance with legal regulations and ethical best practices. This policy safeguards the privacy of service users, staff, and volunteers while maintaining trust and integrity in service delivery.

**Scope:** This policy applies to all volunteers who have access to personal, sensitive, or confidential information during their work with FASS.

**Key Principles:**

1. **Confidentiality & Data Protection**
   * Volunteers must maintain strict confidentiality regarding any information related to service users, staff, and the organization.
   * Personal data must only be used for the purpose for which it was collected and should not be shared outside FASS without explicit permission.
   * Volunteers must adhere to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
2. **Handling of Confidential Information**
   * Confidential documents, emails, and digital records must be securely stored and accessed only when necessary.
   * Discussions involving confidential information should take place in private settings, ensuring that unauthorized persons cannot overhear.
   * Volunteers must not share service user details with external parties unless legally required or authorized by management.
3. **Information Sharing & Legal Obligations**
   * Volunteers may disclose confidential information only when required by law (e.g., safeguarding concerns, criminal investigations, or court orders).
   * If a volunteer is unsure whether to disclose information, they must consult their supervisor before taking action.
   * In safeguarding situations, confidentiality does not prevent volunteers from reporting concerns to the Designated Safeguarding Officer (DSO).
4. **Use of Digital Systems & Records**
   * Volunteers must follow FASS's IT and data security policies when accessing digital information.
   * Emails, databases, and cloud-based records must be accessed using secure login credentials and never shared with unauthorized individuals.
   * Printed confidential documents must be stored securely and disposed of appropriately when no longer needed.
5. **Breach of Confidentiality**
   * Any unauthorized disclosure or mishandling of confidential information is considered a serious breach and may lead to disciplinary action, including termination of the volunteer agreement.
   * Volunteers must report any accidental data breaches or security concerns immediately to their supervisor or the designated data protection officer.
6. **Training & Compliance**
   * All volunteers must complete confidentiality training before assuming their roles.
   * Regular refresher training will be provided to ensure continued compliance with legal and ethical confidentiality standards.
   * Volunteers must sign a Confidentiality Agreement before starting their role at FASS.

**Acknowledgment & Agreement:** All volunteers must read, understand, and adhere to this policy. By signing below, the volunteer acknowledges their commitment to maintaining confidentiality and protecting sensitive information at FASS.

**Volunteer Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_