**THE FIRE FIGHTERS CHARITY**

**Volunteering**

**Topic: Duty of Confidence**

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| Version control reference  | Procedure |
| Approved by  | Director of Organisational Development & Corporate Services |
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| Author/owner  | Volunteer Lead  |

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**Issued by: Volunteer Lead**

**Signed: Kate Harrison**

**Consultation:**

Director of Organisational Development & Corporate Services

**Distribution:**

All Staff

**Duty of Confidence Agreement**

A duty of confidence arises when one person discloses information to another in circumstances where it is reasonable to expect that the information will be held in confidence.

Respect for confidentiality is an essential requirement for the preservation of trust between the Charity, its beneficiaries, employees and volunteers. Without trust and assurances of confidentiality beneficiaries may be reluctant to access the Charity’s services or divulge information which is required to ensure the provision of care / support which is safe and appropriate to the needs of the individual.

All volunteers have a legal obligation to maintain confidentiality whether written, computerised, visual, on audio record or simply held in their memory; the Charity is committed to establishing working practices which comply with legal and ethical obligations.

**It must be understood that anything you hear or learn in the course of your volunteer role concerning the charity, its beneficiaries, employees, volunteers and associated partners, must be treated in the strictest confidence and must not be discussed with anyone unless you have been authorised to do so.**

***Confidential information includes, but is not limited to, the following:***

* *sharing information about beneficiaries and/or their families, including name, address or phone number with any unauthorised person(s)*
* *disclosure of restricted information about the charity, its employees, volunteers or associated partners*
* *Information regarding a beneficiary’s health, vulnerability, status*
* *Any data/material that would identify personal information of our beneficiaries, employees, volunteers or associated partners or potentially place them at risk*

**Terms**:

By signing this Confidentiality Agreement, you agree to the highest ethical standards and to abide by the following provisions:

1. I understand that as a volunteer with The Fire Fighters Charity, I have a legal duty to maintain confidentiality during and after my volunteer role ends
2. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the withdrawal of my services as a volunteer with the Charity

I understand and agree to accept the conditions as stated above:

Name:

**Signed: ………………………………………………. Dated: ………**