

The Royal Air Forces Association Volunteer Programme

Confidentiality Policy for Volunteers

The RAF Association recognises confidentiality is not only an important part of our work with members of the public and beneficiaries but is also a legal responsibility of the charity to protect beneficiaries, staff and volunteers. To reflect its commitment to confidentiality, a policy which applies to all staff and volunteers working with the charity has been developed and is available on request.

There are rules and legal conditions that we must satisfy in relation to the obtaining, handling, processing, storage and destruction of personal information. A summary of good working practices for volunteers is below and volunteers are asked to adhere to it when carrying out volunteering duties for the Association.

For the purposes of the following document, both Branch and Association volunteers will be referred to as 'volunteers'.

Statement of policy

Summary of the Association's principles for data protection

1. Data will be processed fairly and lawfully.
 - a. The Association will not collect personal data that is not required and people will know why we are asking for or using the data we collect and the identity of the people it will be shared with.
2. Only relevant data will be collected and it will not be excessive for the purpose it is being collected for.
3. Personal data collected for one purpose can only be used for this and not for another purpose, without informing the data subject and seeking their permission.
4. Consent will be obtained by those we are collecting data on.
5. Inaccurate or out-of-date data will be disposed of confidentially.
6. Data will not be kept longer than necessary for the purpose for which it has been collected and will be destroyed when it is no longer required.
7. Personal data will be available to the subject on request. Subjects have the right to request access to the data held about them, as well as to prevent their data being used for direct marketing (unless consent for this purpose is obtained).
8. Electronic personal data will be stored securely and in accordance with data protection legislation. Confidential information on paper will be locked away securely or shredded once stored electronically.
9. Data shared between parties within the Association will be shared with adequate protection.

Good practice guidance for volunteers

1. Only collect data from the public or beneficiaries for the purposes required for your role and not for any other reason. Inform the people you are collecting it from that only the RAF Association will use the data, no other third parties.
2. Only collect the information that is specified for you to collect and no more.
3. Do not use data you collect for any other purpose than the one for which you are collecting it.
 - a. For example if you collect an email for the purposes of letting them know about a fundraising event, do not use their email to send them information about anything else.
4. Ensure that people who have provided you with data have given their consent for you to collect it.



5. If the data you collect is no longer accurate or is out of date, this should be destroyed confidentially. Paper records should be shredded and electronic records permanently deleted from computer systems (including being emptied from recycling bins on the desktop).
6. Do not keep data for longer than it is necessary to keep it in order to carry out your role. Any data collected on paper that is no longer needed should be shredded and any data stored electronically should be permanently deleted.
7. Personal data will be available to the subject on request so please be aware of any notes or information you make and store about a beneficiary or other member of the public. Equally, you are entitled to request, from the Association, information that is stored about you.
8. Please ensure you use the secure electronic systems provided to store data (for example the Content Management System (CMS) for welfare Caseworker volunteers). Where you are making records on the computer, a secure password must be used to prevent others accessing the information. Paper records must be locked away securely or should be shredded once you have transferred these to the secure online system.
9. If you need to share information with your manager or with another volunteer, this must be done with adequate protection. For example, if it is being shared on a memory stick, this should be encrypted. Equally, if it is being shared via email, documents should firstly be password protected, with the password emailed across separately.

Remember:

- Contact details and sensitive information about beneficiaries or members of the public should never be disclosed to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event.

And

- Ensure that all information that is disclosed to you (including, for example, personal information about a beneficiary's welfare or financial situation) is kept to yourself and only passed on to other volunteers or members of staff on a needs basis and to the minimum number of people necessary.

When volunteering in a welfare role, volunteers will come across different types of information. The Association aims to train all its volunteers in order that they are able to distinguish between information given to them by beneficiaries that should remain confidential, and information that they are given which must be disclosed. Volunteers should feel free to discuss any worries, questions or general observations with their manager.