

Willersey CoVid-19 Support Croup Instructions on Confidentiality

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All Support Group volunteers, in whatever role, must exercise the maximum confidentiality and discretion regarding our parishioners and the services delivered.

During your volunteering you may come across personal and sensitive information about individuals as part of the support you will offer. We must ensure that all information stays safe and confidential, in line with the Data Protection Act 1998 and GDPR Regulations 2018.

Any parishioner who reaches out to the Support Group for help and shares their problems and needs with us must be able to feel confident and assured of our discretion and the confidentiality of their personal information.

Any area coordinator or volunteer involved in fulfilling a request for support for a parishioner will be privy to the knowledge that the parishioner or household concerned needed help or was vulnerable, the nature of the support needed and, potentially, knowledge of sensitive, personal circumstances of the individual or household. It is imperative that none of this information or any other confidential information is divulged to anyone except those who need to know it for the purposes of delivering the required support.

It is important to uphold the confidentiality of the individual at all times. You may receive/hear personal information or details. All forms of personal information must be treated with respect and be handled in a highly confidential way.

Take care to ensure that no email containing any personal information is shared inadvertently with people who do not need to be informed of it, particularly in the event of a subsequent, developing email chain.

When appropriate, insert the word "CONFIDENTIAL" at the start of the title of an email.

Keep it in mind, at all times, that we are providing a confidential service.

Willersey CoVid-19 Support Croup
Steering Group