



Kent Union Volunteering: Volunteer Confidentiality

Volunteer Information

All volunteer registration forms, declaration of criminal convictions, names and addresses of referees and personal information will be treated as confidential.

All information about a volunteer, including any concerns raised by the volunteer, will be kept in a locked filing cabinet with restricted access. Any information held on the Volunteering Website or on a computer can only be accessed by the volunteer in question or the Volunteering Staff.

No personal information, including addresses and telephone numbers, will be given out to students, staff or external organisations without the prior consent of the volunteer concerned.

Confidentiality on your placement

Volunteers must treat all information about clients or service users as confidential. However, volunteers should never promise to keep a secret as they may be legally obliged to disclose the information. For instance, if a child or vulnerable adult makes an allegation of abuse to a volunteer, they are obligated by law to report the incident.

Each external organisation and charity has its own guidelines on confidentiality and volunteers working within these organisations have a responsibility to adhere to the individual policies set out by them. It is the responsibility of the volunteer to be aware of an organisations policies and procedures during their time with that organisation.

Discussing Problems

Volunteers must be aware that they are not breaking confidentiality if they speak to the Volunteer Co-ordinator about a problem, concern or incident arising from their placements.

With regards to incidents or allegations of abuse, Volunteers are legally obliged to pass on any information of concern to the Volunteering Co-ordinator, Project Manager or Social Services. This is your only responsibility as a volunteer. It is not your responsibility to

- Intervene in an abusive relationship

- Attempt to resolve an abusive situation
- Promise to keep a secret or sort the situation out
- Provide counselling or care to the victim or other parties
- Agree to any requests made by the victim

If you have ANY questions regarding confidentiality, please do not hesitate to speak to the Volunteer Co-ordinator.