

Protecting personal information



During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer.

We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated.

When you receive information about an individual you may be supporting (for example, names, address), you must maintain confidentiality and not discuss or disclose any data or information with anyone who is not working with the Knowsley Volunteer Hub or with anyone who doesn't need to know

DO	DON'T
<ul style="list-style-type: none"> ✓ Keep any data secure and treat other people's information in the same way you would want yours to be treated. 	<ul style="list-style-type: none"> ✗ Let others access the information you have collected
<ul style="list-style-type: none"> ✓ Keep personal information to a minimum, for example use initials instead of full names 	<ul style="list-style-type: none"> ✗ Discuss the residents you are helping with anyone outside of the Knowsley Volunteer Hub
<ul style="list-style-type: none"> ✓ Dispose of the information safely when it is no longer needed so that it can't be read by anyone else. 	<ul style="list-style-type: none"> ✗ Leave written information where other people can read it.
<ul style="list-style-type: none"> ✓ Take your time and check that you are using the correct information 	<ul style="list-style-type: none"> ✗ Ask the resident for more information than you need to provide the support
<ul style="list-style-type: none"> ✓ Make sure you are not overheard if people can be identified from your conversation 	<ul style="list-style-type: none"> ✗ Discuss the residents business with anyone else unless the resident first agrees
<ul style="list-style-type: none"> ✓ Advise residents that a privacy policy is available on the Councils website if they ask about privacy 	<ul style="list-style-type: none"> ✗ Use the information for anything else unless directed by Knowsley Volunteer Hub
<ul style="list-style-type: none"> ✓ Record information on a password protected phone if possible 	<ul style="list-style-type: none"> ✗ Share any information you receive from volunteering on Social Media
<ul style="list-style-type: none"> ✓ Report any loss of information or data protection questions to the Data Protection Officer on 0151 443 3771 	<ul style="list-style-type: none"> ✗ Take photographs that could identify residents or their property