



Top Tips - Volunteering from home/reduced office hours

Confidentiality & Data Protection

- Mention Confidentiality & Data Protection at the induction stage, to make sure volunteers know policies and procedures. Obtain consent for sharing of personal info.
- Don't print personal information so volunteers don't have the responsibility of storing physical copies.
- Share information with volunteer mainly verbally & if anonymised any information shared by emails.
- Ask volunteers to sign your confidentiality agreement; if anyone is found to be breaching then they follow LCC's procedures. When working from home volunteers need to think about other people in the house seeing screens of confidential info.
- Consider using platforms such as Huddle or Locked Google Docs (amongst others) which is password protected so can share documents safely.
- Consider using password-protected USB drives
- Some organisations check who is accessing what documents, to make sure volunteers are only accessing relevant documents to them and not looking at other cases.
- On client case notes, restrict who can see certain fields and protect information that doesn't need to be shared with everyone.