



## Volunteer Confidentiality Policy

As a volunteer for the Okehampton Foodbank, you may have access to or become privy to a variety of confidential information that should be handled with the utmost care and discretion. This could include sensitive personal details about the foodbank's volunteers, donors, and clients. The contents of the foodbank's operating procedures, forms, and internal files are also considered confidential and must not be disclosed to anyone outside of the organization.

When individuals entrust the foodbank with their private information, they are placing their trust in the volunteers to keep that data secure and protected. It is essential that this trust is never breached, as the disclosure of confidential details could have serious consequences for those involved. The only exception to this rule of absolute confidentiality is if a volunteer becomes aware of information that raises significant concerns, such as potential safeguarding issues or suspected criminal activity.

In such cases, the volunteer has a duty to promptly share that information with the foodbank coordinator so that appropriate action can be taken. Otherwise, volunteers must maintain the strictest confidentiality regarding any and all private details they may encounter through their work at the food bank.

Upholding this confidentiality is crucial for preserving the integrity of the organization, protecting the privacy of its stakeholders, and ensuring the continued trust of the community it serves.

**Confidential information includes (but is not limited to):**

- foodbank vouchers,
- data collection system entries,
- spoken words and presentations,
- printed documents,
- loose notes,
- diaries, memoranda, drawings, photographs,
- electronic, magnetic, and optical storage, and computer printouts.
- Volunteer contact information.

### Confidentiality Statement

As a volunteer with Okehampton Foodbank, I acknowledge that I may have access to confidential information. I agree to never share this confidential information with anyone outside the Foodbank team, except as outlined in the provided exception. I understand that any breach of this agreement could lead to the termination of my volunteer role. Additionally, I am aware that my personal contact details will remain private and will not be shared with third parties without my written approval.

Signed ..... Date ..... Name.....