

Hospiscare Privacy Notice for Volunteers

At Hospiscare, we want you to feel that supporting us is a positive, worthwhile and rewarding experience. Volunteers of Hospiscare are precious and we respect your privacy. Hospiscare is committed to upholding the General Data Protection Regulation, May 2018.

Your contact details and personal data

Your application

Any information about you is stored in a secure place for the duration of your volunteer service to Hospiscare. Access to your information is restricted, though you may view your records at any time. If, after discussion about volunteering you choose not to volunteer, your application form will be shredded immediately.

If you do volunteer, your application form (where the referee contact details are recorded) is kept in a secure place for the duration of your service to Hospiscare and not shared with any third parties. Once you cease volunteering for Hospiscare, all of your data is shredded after 24 months.

Your referees' contact information and references

By giving us references, you are giving Hospiscare consent to share your information and data with the referee. Once received by the volunteering team at Hospiscare, access to your references is restricted, though you may view these at any time. We do not share referees' contact details with anyone.

Confidentiality and Data Protection

All volunteers are reminded of the need for complete confidentiality in respect of patients and their families under our care. In the course of your duties you may have access to confidential information about patients, relatives, or members of staff. Even the knowledge that someone is a Hospiscare patient is, in itself, confidential.

As part of the hospice team, you are bound by the same code of practice. Things that you see or hear as part of the team should not be talked about with anyone outside. This includes not only information about a patient's name, progress or treatment, but also about their family, relations and visitors.

On no account should such information relating to an identifiable person be divulged to anyone other than authorised persons, eg. medical, nursing or other professional staff as appropriate who are directly concerned with the care or employment of that person. Guidance should always be sought from a member of staff.

Breach of confidentiality is a major risk to you and the organisation's reputation and is probable grounds for dismissal (a breach of confidentiality will result in termination of your placement). All volunteers are asked to sign a confidentiality agreement before they start volunteering. Volunteers are also reminded that after they stop their volunteering role, disclosure of information is prohibited.

Please do not include any patient details in your correspondence via email. Please also ensure that any written details you may record are destroyed in a secure manner, eg. shredding