



Document Name:	Confidentiality Agreement
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Pass amendments to:	Managers, Volunteering Coordinator and Board of Trustees
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Document Description
TWAM considers its responsibility to respect the data it holds on its donors, supporters, volunteers and staff as of paramount importance. TWAM commits to adhere strictly to its legal obligations under current GDPR legislation. This policy provides the guidelines essential for all the staff and volunteers to adhere to, to ensure compliance and confidentiality is maintained at all times.

Implementation and Quality Assurance
Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every three years by the Chief Executive and Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Mike Griffin, mikeg@twam.uk or at Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD 01473 210220.

Volunteer confidentiality and data protection agreement

You must always be aware of the confidentiality of information gained during the course of your work for Tools with a Mission. Which may include access to personal information relating to supporters and members of staff. It is expected that you understand the importance of treating information in a discreet and confidential manner, and your attention is drawn to the following:

All documentary or other material including any downloaded data onto a laptop or PC, USB drive or any other storage device containing confidential information must be kept securely at all times when not being used and must be returned to us at the time of termination of your work with us, or at any other time upon demand.

Information regarding the organisation, its staff, supporters and volunteers must not be disclosed either orally or in writing, unless authorised to do so, e.g.: name, phone number and TWAM email of volunteer collectors. It is particularly important that you should ensure the authenticity of telephone enquiries using the procedures we have in place which have been notified to you separately.

Conversations relating to confidential matters affecting our Charity, employees and supporters should not take place in situations where they can be overheard (i.e. in corridors, reception areas, lifts, etc.);

Working with data

At TWAM, we all have a responsibility to ensure individuals and other organisations can trust us. Through our roles you may come into contact with information about people and our organisation that we need to keep confidential. Keeping information confidential is not only important for our work, but also is a legal responsibility in which we all have a part to play.

How organisations collect, manage and work with people's information is covered by the Data Protection Act, which has been subsequently strengthened by the General Data Protection Regulations (GDPR) effective within the UK from 25 May 2018. The charity, staff and volunteers all have a role to play to ensure we maintain the highest standards regarding

Data Protection and avoid the consequences of non-compliance.

You have been identified as taking on a role that will have a degree of contact with data and therefore we ask you to complete this form acknowledging you understand your responsibilities towards safe data management and confidentiality.

The types of data you may come into contact with in your role are categorised as follows:

- Name, address, phone number and email address
- Date of Birth, Race, Religion and Political Opinion
- Health information

Empowering people with the tools that create livelihoods and transform lives

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: post@twam.uk twam.uk

Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

A company limited by guarantee and registered in England no: 5114575



Information should only be gathered from individuals that is specifically needed for any given purpose, and those who collect the data need to ensure they have robust procedures in place to ensure it is held in a safe and secure format. If you are in any doubt over this please speak to your Staff Contact.

You may come into contact with data through meetings or in written or digital formats, so it is worth remembering that this agreement to handle data confidentially extends to all of your dealings in your role.

If you ever become aware of a data breach there is a risk of a breach please notify Jonny Green, Office Manager immediately by emailing jonnyg@twam.uk or calling 01473 210220.

Confidentiality expectations

The charity owes a duty of confidentiality to the people we hold information about and is an essential principle of the services we provide to ensure that the people and organisations we work with trust us. In addition to our legal obligations regarding Data Protection, this means restricting access to information to those who 'need to know': this may be limited to within the charity or in some circumstances to within a specific team.

Confidentiality is important even if a situation might seem informal or isn't necessarily covered by the scope of Data Protection legislation. Examples of situations or information which should be considered confidential include internal correspondence like emails, committee papers and minutes, or information relating to ongoing commercial or research Projects. If you have more than one volunteer role within TWAM, information in these categories should be kept confidential within an individual role.

Organisation policies on safeguarding and health and safety may also determine when confidential information may need to be shared. Your staff contact can help with anything that you're unsure about around this issue.

Your agreement with us

As a TWAM staff member or volunteer I will not discuss confidential information which I gain access to through delivering my role, send it by any means to any third party unless I am explicitly authorised to do so, or share it in general conversation or use it for my own purposes whilst in my role or once my role has ended.

I have read and I agree to comply with the above agreement:

Name: _____ Signature: _____

Date: _____

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