



Volunteer Responsibilities – Data, Confidentiality and Safeguarding

Confidentiality

People affected by MSA contact the MSA Trust (staff and volunteers) for information, support or advice. They need to have assurance that they can trust us with their personal information. We sometimes gather in depth information about a person's life, health and finances in order to fully support them. In your role as a volunteer, people affected by MSA may share with you personal and confidential information about themselves (for example, during a one to one chat at a Support Group). This information must not be shared with others except in the circumstances outlined below.

We offer a confidential service and will not disclose any personal information to a third party without someone's explicit informed consent. The exceptions to this are where we are required to break confidentiality by law or where there is a genuine concern that the behaviour or situation of the person is posing a serious risk to themselves or others (see safeguarding information below).

There may also be times when you hold the personal contact details of MSA Trust staff, for example if you have their mobile number whilst working at an event. Any information that is not publicly available should not be shared with others.

If you are concerned about how this may impact your role, or you have any questions at all please do give a member of the Services team a call on 0333 323 4591.

Data protection

Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our members. Data is classed as any information stored in either in electronic or paper form, and personal information includes thing that could identify a person (name, address, date of birth etc).

Personal information should only be collected to the extent that it is required for purpose (e.g. registers at events and support groups). This information should not be kept for longer than necessary and needs to be destroyed (paper information shredded and electronic data deleted) after purpose.

Any electronic information needs to be kept on a computer with a password. All paper information should be stored in a locked cabinet. Please be aware that when speaking to members on the telephone no personal information should be shared without prior consent.

Anybody has the right to request any information held on them and the Trust will process any requests as necessary according to the Data Protection Act 1998 and the General Data Protection Regulations.

Please report any data protection related incidents to a staff member in the Trust office so these incidents can be dealt with swiftly and any knock-on affects can be minimised.

Safeguarding

In your role as a volunteer you may have concerns, witness abuse or have a disclosure made to you about possible safeguarding issues which may include:

- Emotional abuse
- Physical abuse
- Neglect
- Sexual abuse
- Financial or other concerns

All staff and volunteers at the MSA Trust have a duty of care to keep people safe as far as possible. If you are worried about someone then first make a factual record of the details given to you, or what you observed, but do not investigate further. These concerns should then be passed to the Safeguarding Lead at the Trust (currently Andy Barrick) as soon as possible. The Safeguarding Lead will then make a decision about what appropriate action should take place.

If it is considered that a vulnerable adult is in immediate danger then the police should be contacted without delay and then a report made to the safeguarding lead.

If you have any questions at all regarding safeguarding, data protection, confidentiality or any other concerns surrounding this please contact Andy Barrick on 0203 621 1347.

I have read and understood the MSA Trust's volunteer policies and guidance form.

I understand that any confidential or personal information I may hear/gain about MSA Trust members is strictly confidential. I undertake not to disclose or discuss such information with anyone outside the MSA Trust staff and to comply with the policies at all times.

Name (print)

Signed.....

Date.....

This form must be returned to the Services Team in the Trust offices either by email to volunteer@msatrust.org.uk or by post to 51 St Olav's Court, Lower Road, London SE16 2XB.