

GUIDANCE NOTE No. 6

Residents' Data Protection and Confidentiality

In these challenging times, please ensure that confidential and sensitive info is shared on a need to know basis only. If you have any concerns please let the Core Team know and we will aim to understand and sort out any issues.

During your volunteering, you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with Data Protection and GDPR acts and regulations. We want you to treat other people's personal information in the same way you would want yours to be treated. If you, or your volunteers, do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone who doesn't need to know.

If you do need to transfer any information, this should be done securely and please contact the core team for more advice if you need to.

DO

- Keep any data secure and treat other people's information in the same way you would want yours to be treated.
- If you think there has been a mistake or breach of data protection tell the Core Team **immediately** about it so we can manage this.

DON'T

- Discuss any information or data with anyone who doesn't need to know.
- Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them. Ensure others cannot hear you and avoid calls on loudspeaker if you live with others.

It is entirely possible that volunteers will hold information about their neighbours that you, as Street Coordinator, don't need to know. There is no imperative to hold a comprehensive database for your Street.

So, some questions for you and your Street Volunteers to ask yourselves

- Do I hold personal data about residents that I don't actually need? If so, destroy it.
- Does anyone else need to know about any of the data that I hold? If so, share it but only with those who actually need to know.
- Do I have permission from the resident to hold and/or share their data?

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HI Covid 19 Village Response Team
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