

Volunteer Confidentiality Statement

All volunteers who have access to personal information have a responsibility by which they are bound to the client, Irish Cancer Society and all its agencies, the community and themselves. The Society’s clients act in good faith, expecting that their circumstances and personal matters will remain confidential. Clients’ rights under Data Protection Legislation, including GDPR must be protected by our organisation. Thus, we are obliged by both law and ethics to honour this trust.

Though not all-inclusive, the following is presented to provide some guidelines concerning the matter of confidentiality. The ‘Society’ refers to the Irish Cancer Society and all of its agencies. The ‘client’ is any person who is served by the Irish Cancer Society or any of its agencies.

1. No identifying information about the Society’s clients (names, addresses, physical disabilities, etc.) should be revealed to anyone outside of the Society and only to those in the Society to whom the information is necessary for the welfare of the client.

2. Discussing personal circumstances concerning a client, even though names, addresses are not revealed, is also considered a breach of confidentiality. That is, a volunteer might possibly describe in detail personal circumstances and information concerning a client for whom they have provided volunteer services, and even though the name and address is not revealed, this descriptive material may jeopardise the client’s right to privacy. Thus, the discussion or description of a client’s personal information or circumstances is considered detrimental to the client’s right to confidentiality.

3. The fact that a case has been made public though the news media does not alter the fact that the individual still has confidentiality privileges within the Irish Cancer Society and all of its agencies. Thus, in these situations, confidentiality should still be maintained.

Please note that from time to time, the Volunteer Driver Service team will need to send you text messages regarding your drive. Please treat all information including text messages as confidential.

All volunteers are asked to sign the following oath to respect the confidentiality of all clients for whom they come in contact through their volunteer service at the Irish Cancer Society. This oath will be kept on file at the Irish Cancer Society.