



Confidentiality, Disclosure and Listener Agreement

Samaritans in Spain (SiS) gives the following commitments to Listeners:

1. Induction and training

To provide information on the work of Samaritans in Spain (SiS), its volunteers, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role. The "Guiding Policies and Practices", "Code of Conduct" and "Listener Role" documents provide full details of these responsibilities. These documents can be found on the Volunteers section of the SiS website.

2. Supervision, support and flexibility

To define appropriate standards of our services and behaviours, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.

To provide support from the Trustee Listener Operations and Welfare who will talk with you to discuss your volunteering and any associated problems.

To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

Listeners give the following commitments to SiS:

3. Expenses

All Expenses to be agreed prior to travel/purchase by a Trustee. (Subject to the Financial procedures adopted by the Board of Trustees)

4. Problems

To help SiS to resolve in a fair and just manner, any problems, grievances or difficulties which may be encountered while you volunteer with us.

In the event of an unresolved problem, to take the opportunity to discuss the issues in accordance with the procedures set out in the Code of Conduct.

5. Termination

As a Volunteer, you are not legally considered to be an active employee. Therefore, you may terminate this volunteer agreement at any time for any reason you deem necessary

SiS may decline to accept the Volunteers' time and may terminate this agreement without prior notification.

As a volunteer I commit to the following

- a) To help SiS fulfil its remit to provide listening services to people in Spain. I will do my best to fulfil the required shift commitment of 4 listening shifts and 2 offloading shifts per month.
- b) To perform my volunteering role to the best of my ability and behave with courtesy, respect and consideration to all.
- c) To adhere to SiS rules, procedures and standards, including health and safety procedures and its policies in relation to its staff, volunteers and clients.
- d) To strictly maintain confidential information of SiS and its clients

- e) To ensure that I record in advance any holiday or other absences of over 2 weeks on the appropriate database (3Rings).
- f) To discuss (in advance where possible) with the Trustee Listener Operations and Welfare any longer periods of inactivity up to 3 months (sabbatical).
- g) To inform the Resource Team as soon as possible if I am unable to take a scheduled shift.
- h) To provide all contact information required (e.g., address, telephone number and if available, an email address). This information will be used only for communication purposes (meetings, shift changes) and will be stored in compliance with Data Protection legislation in Spain.

6. Confidentiality & Disclosure

This Confidentiality & Disclosure Agreement embodies one aspect of our guiding principles, namely that the interests of our callers and our volunteers, and indeed SiS itself are sacrosanct. It also recognises that those interests rely primarily on the confidential nature of the environment in which we operate.

The term "volunteer" is intended to cover all those who are involved in the work of SiS on a continuous basis e.g. listening and non-listening volunteers, Board members, trainers, fund- raisers etc. All volunteers will have a copy of this Confidentiality & Disclosure Agreement.

SiS is committed to providing a confidential listening and support service to its users. Only in the most exceptional circumstances will a volunteer disclose to someone outside the organisation any information about callers or the calls that they might make. The situations in which disclosure MAY be deemed necessary are detailed elsewhere in the document. However, and in whatever the circumstances, any suggestion to the effect that disclosure might be appropriate must be cleared with the President.

Volunteers may discuss calls, but only as far as it is necessary to offer the best organisational support to a caller or in the review of service situations or to facilitate training. In either of the latter cases, all reasonable attempts must still be made to conceal the identity of a caller.

Training provided by SiS will reinforce this policy and will guard against unintentional 'casual disclosure to any person outside SiS. The disclosure of information about a caller, whether to a friend, family member or any other person or body who is not an active member of SiS, is unacceptable. Failure to abide by this policy will be regarded as an extremely serious, disciplinary matter.

Noting your intention to become part of SiS and abide by the Policy contained therein, you are asked to study this document, and indicate your acceptance of it, by signing the agreement on the final page

7. VOLUNTEERS

a) SiS respects the rights of its volunteers to anonymity. In other words, not to have disclosures made about them to any caller or outside agency without their express consent. No volunteer will divulge to a caller details of another volunteer or that of himself/herself. Such details could include: the times at which they operate the helpline, personal phone numbers, addresses or any other identifying information. The only personal information that may be disclosed to a caller is the name they use as a Samaritan.

8. RECORDS

- a) For statistical purposes, SiS will keep a record of the number of calls it receives. Further information of a more general nature will also be collected, this will be held on a central database and used solely to provide statistical information to Befrienders Worldwide and, occasionally, the British Consulate. This will not include phone numbers or other identifying information. Statistical information may be sent to other organisations only with the written permission of the Board.
- b) Records containing identifiable caller information will be kept in accordance with SiS policies.

9. DISCLOSURE

There are exceptional conditions in which confidentiality may be broken:

- a) Where a caller gives information relating to an act of terrorism.
- b) Where a caller gives traceable information relating to a crime.

In any of the above scenarios, the listener will not make the decision to inform the appropriate authorities. Discussion with the Trustee Listener Operations and clearance from the President must take place before disclosure.

The caller should be made aware that it is SiS policy to discuss in certain circumstances but that it does not preclude a willingness to listen.

10. STAFFING

All information relating to existing, potential, or past volunteers is kept and destroyed as per GDPR

11. PUBLICITY

- a) No information will be given to the press without the express agreement of the person involved and only with the written approval of the Executive.
- b) Examples of calls may be used in talks and fundraising, but no names or other identifiable features must be divulged. Any such activities must have prior written approval of the Executive.

This agreement is binding in honour only, is not intended to be a legally binding contract between SiS and the Volunteers and may be cancelled at any time at the discretion of either party.

Neither party intends any employment relationship to be created either now or at any time in the future.

NAME
(CAPITALS) _____

NAME: ADRIAN WEBSTER

VOLUNTEER SIGNATURE _____

TRUSTEE SIGNATURE *A J Webster*

DATE _____

DATE:

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Reviewed: Oct 25

Due Review: Oct 28. Owned by Trustee
Listener Operations and Welfare