

Confidentiality Policy (Volunteers)

Doc Ref: SEN – POL – VOL - COF

Date: March 2026



1.0 Introduction

1.1 SensationALL

SensationALL is an independent Scottish Charity that provides multi-sensory experiences for children and adults with multiple support needs.

SensationALL is called such because we fundamentally believe that individuals with MSN and their families should be able to access appropriate services without it being based on diagnostic labels, age or location. There is no requirement for formal diagnosis to use our services.

1.3 Scope

This policy applies to all employed SensationALL and Schools Out staff and volunteers.

2.0 Statements

2.1 Aims

- To maintain adequate safeguards for staff, volunteers, and Service Users with whom SensationALL (here in known as SA) works where confidentiality is required.
- To maintain adequate safeguards in record-keeping, personal information, and access to files

2.2 Definition of Confidentiality

SA understands confidentiality to mean that no Confidential Information regarding Service Users shall be given directly or indirectly to any third party which is external to the SOC/ SA staff without the client/service user's prior expressed consent to disclose such Confidential Information.

SA believes that principles of confidentiality must be integrated across all aspects of services and management and that its clients/ service users deserve the right to confidentiality to protect their interests and safeguard SOC services.

The term 'Confidential Information', which is used throughout this document, refers to any personal information provided by clients and service users, sensitive data i.e. personal information/ files, media, records, data collected for statistical or service development purposes etc.

All staff and volunteers involved with SOC/ SA should sign the "confidentiality agreement" which is at the end of this document. With regard to obtaining Confidential Information, all staff and volunteers should work on a "need to know" basis e.g. only asking for information that is required.

2.3 Staff and Volunteer Confidentiality

Staff/volunteers may, from time to time, be aware of Confidential Information relating to other members of staff/volunteers. This should never be discussed or passed on without the permission of the person concerned.

2.4 Service Confidentiality

It is very important that staff/volunteers remember that careless discussion may lead to situations where the position of SOC/ SA is compromised. It is important that staff/volunteers do not discuss company matters outside the organisation without seeking the guidance of SOC/ SA management or board of directors as to whether it would be suitable or permissible.

2.5 Media Consent

Do you consent to having your picture taken and used on our website, social media pages, and promotional materials?

Please indicate here - Yes / No (strikethrough as appropriate)

3.0 Agreement

I have read, fully understand, and agree to adhere to the stipulations in this policy in order to ensure the safety and confidentiality of SensationALL users and staff.

I understand that any discrepancies in this may result in the immediate termination of my volunteering role with SensationALL.

Volunteer Name:	
Signature:	
Date:	