



Confidentiality Agreement for Volunteers

PLEASE READ CAREFULLY.

This is a legal document that affects your legal rights.

Associates and volunteers serving with The Literacy Council of Manatee County, d/b/a Manatee Literacy Council, frequently have contact with clients, customers, donors and visitors. It is extremely important that any information you learn about any person while working with the Manatee Literacy Council be treated respectfully and confidentially because each individual has a right to and an expectation of privacy.

Associates and volunteers may only discuss or share confidential information with others on a "need to know" basis or as required by their position's responsibilities. Client or donor information cannot be shared with Associate or volunteer family or friends. No one may publicize even general, personal information that might identify the persons served.

The Manatee Literacy Council relies on factual, often very personal, information to determine an individual's need and to offer assistance. Care must be taken to record only what is essential to serve them. When handling confidential information, Associates and volunteers will ensure that nothing is disseminated and identities are protected by:

- 1) Securing paper files in locked cabinets,
- 2) Assuring computer screens and files are not visible to others, and
- 3) Sending messages or attachments that contain personal client information through a secured server to only approved recipients who also have a "need to know".

Associates and volunteers will not share personal information about clients, including names, place of residence, any contact information including phone number or email, with others except for the approved business purpose of assisting them, for a compelling professional reason, with the client's express written consent or when asked to do so by the client.

I, _____, have read, understand and will abide by the above Confidentiality Policy. I understand that gossiping and/or breaching confidentiality may be grounds for corrective actions, up to and including dismissal from my position.

Volunteer Signature

Date

Executive Director

Date