

Volunteer Agreement

Welcome to Lymphoma Action!

Our vision for volunteering is that through a supportive and empowering volunteer experience, our volunteers will make the greatest positive impact for everyone affected by lymphoma. We are therefore committed to making volunteering inclusive, meaningful and impactful, ensuring we support and value everyone who volunteers with us.

The relationship between Lymphoma Action and volunteers is based on respect, trust and mutual understanding. This Agreement sets out mutual expectations and a code of conduct for volunteers. It is not intended to be legally binding, but instead outline a two-way commitment to make sure the volunteering experience is mutually beneficial and meaningful. This agreement can be ended at any time by either Lymphoma Action or the volunteer.

Code of conduct for volunteers

Lymphoma Action's values underpin our work in achieving the charity's vision, mission, and goals. They reflect how everyone involved with the charity will approach their role and they form a code of conduct.

We commit to involve and support our volunteers in the spirit of our values and ask that you carry out your volunteering as a representative of the Lymphoma Action by reflecting our values as set out in the statements below.

- **Collaborative:** to work positively with others and appreciate everyone's contributions.
- **Trusted:** to be open, honest, and reliable in fulfilling your role to provide a good quality experience for all.
- **Focused:** to understand your role and responsibilities in helping to achieve Lymphoma Action's vision, mission and goals.
- **Innovative:** to share ideas, welcome feedback and be open to new ways of working.
- **Empowering:** to help create a supportive environment by communicating with others in a respectful and inclusive way.

Expectations

What you can expect from Lymphoma Action:

- A clear outline of your role and responsibilities.
- A welcome induction to Lymphoma Action, role-specific information and details about our policies and procedures.
- The information, training, guidance, and resources you need to carry out your role, including ongoing support from a designated staff contact.
- Ongoing communication about volunteering with the charity, including role-specific updates and quarterly volunteer e-news, to help you in your role.
- A commitment to fairly and openly resolve any difficulties, problems or complaints you may have during your time as a volunteer.
- Involve and support you in the spirit of our values – our volunteering code of conduct.
- Recognition of contribution and celebration of successes and achievements.
- Reimbursement of expenses reasonably incurred during volunteering, in line with the charity's expenses policy.

What Lymphoma Action expects of our volunteers:

- Perform your volunteer role to the best of their ability, representing Lymphoma Action positively throughout your volunteer activity, communications, and relationships.
- Participate in induction and training opportunities, as required for your role and keep up to date with developments in the charity.
- Follow Lymphoma Action's policies, procedures, and guidance at all times.
- Carry out your role in the spirit of our values – our volunteering code of conduct.
- Handle personal data as instructed and maintain the confidential information of service users, other volunteers, staff members and the charity's information at all times, including after your volunteering ends.
- Keep in regular contact with your designated staff contact, responding to communications and requests in a timely manner.
- Keep Lymphoma Action equipment and resources safe and in good working condition.
- Provide us with as much notice as possible when unable to fulfil a volunteering activity, or should you no longer wish to be involved.

Volunteer Confidentiality and Data Protection Agreement

This agreement sets out your responsibilities as a volunteer for confidentiality and data protection throughout your volunteering with Lymphoma Action and after it ends.

Confidentiality and data protection are covered in general volunteer inductions and in role-specific inductions. You will be provided with confidentiality and data protection information, guidance and training, as required for your volunteer role, including the charity's confidentiality and data protection policies and procedures.

Should you have any questions or concerns, your volunteer manager is there to support you to understand your responsibilities as a volunteer.

Lymphoma Action has a legal and ethical duty to protect the confidential information of everyone we engage with, and to process the personal data of everyone in contact with the charity according to the Data Protection Act, which implements the General Data Protection Regulation (GDPR).

As a cancer charity, many of Lymphoma Action volunteers, as well as service users, other beneficiaries and supporters, disclose special category personal data about their health and personal information about their lives during the course of their contact with us. This requires an additional responsibility on the charity to keep this information confidential and a duty to process it in compliance with the GDPR.

These duties and responsibilities extend to every volunteer and continue after your volunteer involvement with the charity has ended.

Volunteers have a common law duty to maintain the confidentiality of information you have access to during your volunteering, and a legal duty to abide by the Data Protection Act where you have access to the personal data of service users, beneficiaries, supporters, other volunteers, and staff.

Lymphoma Action, as a data controller, is liable for breaches of confidentiality and data protection by its volunteers. That's why we have charity policies, guidance, instructions, and training in place to mitigate against accidental breaches.

As a volunteer you will not be personally liable for accidental breaches made when carrying out your responsibilities in line with the charity's policies, guidance, instructions, and training. However, if a volunteer deliberately acts outside of these, the charity will manage this as a serious incident.

As a current volunteer you will have signed to acknowledge you have read and understood the information set out in the Volunteer Agreement and Confidentiality and Data Protection Agreement and your responsibilities as a volunteer.