

# Terms of use for volunteers with Lymphoma Action email accounts

**Where a volunteer role involves the individual contacting third parties as part of their volunteering activities, we may provide a Lymphoma Action email address. Accounts will only be created for use by official volunteers.**

**This document is part of the charity's policy and procedures, which you have agreed to follow by signing the Volunteer Agreement. If you have any questions or queries relating to this, please inform your volunteer manager or the Volunteering Team before using the email account.**

- Emails about your volunteering with us will continue to be sent to your personal email address.
- As a Lymphoma Action volunteer, you are representing the charity and our mission and values and therefore you must do so positively throughout all your communications.
- The account login details must be kept safe and secure and never shared with anyone else. If the email account is accessed on a personal device, this should be password or pin protected to ensure the account is not accessed by anyone else, especially in the event of it being lost.
- Access to the account will be removed when you leave your volunteer role, or your volunteering ends.
- The account must only be used for the purpose of the volunteer role and activities, and not for personal use or gain. It must not be used to send or receive abusive or inappropriate communications, for example obscene, defamatory, discriminatory, intimidating, or humiliating content. If you receive such emails, please let your staff contact know.
- Any misuse of the account may result in Lymphoma Action ending your volunteering.
- The emails sent to and from this account may be monitored by Lymphoma Action staff.
- As per the Volunteer Agreement, please maintain the confidential information of staff, volunteers, individuals and companies you are in contact with, including that of Lymphoma Action, and do not share any data or information outside of the charity. Do not download or use any material that is the intellectual property of a third party unless an agreement or the permission required to do this already exists.
- Please be vigilant and aware of possible malware or phishing emails that may be sent to the account. Some can be very convincing. If you are unsure about an email you've received, please speak with your volunteer manager or the Volunteering Team. Always:
  - Check email and names of unknown senders to ensure they are legitimate.
  - Look for inconsistencies or red flags, for example, grammar mistakes, capital letters, excessive number of exclamation marks.
  - Avoid opening attachments and clicking on links from an unknown sender, a 'spoof' email that appears to come from a staff member, or when content is not adequately explained, for example - "Watch this video, it's amazing."