

7.06 Volunteer Privacy, Confidentiality and Intellectual Property Policy and Procedure

Authority: Chief Executive Officer

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Date	Version	Author	Comments
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POLICY

Council on the Ageing Victoria (COTA) and Seniors Rights Victoria (SRV) acknowledge the criticality of keeping confidential information and intellectual property belonging to COTA and SRV secure. It is recognised that due to their role, a volunteer may have access to, or be entrusted with, confidential information or intellectual property belonging to COTA and SRV.

In addition to the protection of the organisation's privacy, COTA and SRV are committed to protecting the volunteer's privacy and are bound by privacy legislation to do so.

Examples of confidential information may include:

- an organisation's client and contact lists;
- internal pricing and funding information;
- internal business processes;
- marketing or business strategies, or other processes or strategies such as special maintenance or advertising processes;
- passwords etc. to access business email addresses and IT systems.

Examples of intellectual property may include:

- copyright (such as written, graphic and audiovisual material);
- trademarks (such as brand names and logos);

- patents (which relate to inventions);
- designs (which relate to the appearance of a product).

SCOPE

This policy applies to all volunteers, the Volunteer Coordinator, and any program manager associated with the involvement of a volunteer at COTA and SRV.

PROCEDURE

As agreed upon within COTA and SRV's Volunteer Agreement and Code of Conduct, which are both signed by the volunteer prior to their commencement, a volunteer must not use or disclose any third party, any confidential information or any intellectual property belonging to the organisation other than for the benefit of COTA and SRV.

It is up to the Volunteer Coordinator to ensure that both documents are signed and understood by the volunteer during the onboarding process.

If the volunteer is in doubt as to whether information is confidential or whether disclosure is for the benefit of COTA and SRV, then the volunteer must seek guidance from their relevant program contact.

As agreed upon within COTA and SRV's employee Confidentiality Agreement and Code of Conduct, staff who have access to volunteer's personal details must ensure privacy regulations are upheld at all times and no information is disclosed.

The volunteer's personal information is collected and stored securely via protected software Better Impact. The only staff with access to Better Impact are those relevant to COTA and SRV's volunteering program.

The volunteer's personal information will only be used or disclosed as would be reasonably expected or where consent has been obtained.

REVIEW AND AMENDMENT

This policy and procedure will be reviewed every two years to ensure it remains compliant and relevant, alongside the Volunteer Framework. This policy may be amended at the discretion of the CEO in consultation with the Education and Engagement Manager and Management Team.

RELEVANT DOCUMENTS & FORMS

- [COTA Code of Conduct](#)
- [Volunteer Agreement](#)
- [Confidentiality Agreement](#)
- Volunteer Handbook
- Volunteer Framework