



Houghton Regis Helpers

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Use of Phone Policy

07587 004514

Introduction

As a general protocol, all phone calls to Houghton Regis Helpers are made to the group's dedicated phone number 07587 004514 and the phoneholder usually contacts volunteers and clients on the same number.

The Use of Phone Policy sets out protocols for sharing phone numbers of clients with their allocated volunteers, and for sharing volunteer personal phone numbers with clients.

A] Sharing clients' phone number with volunteers

Consideration will be given to the following points when deciding if a client's phone number is shared with the allocated volunteer for a task.

1] Compliance with GDPR

General Data Protection Regulations (GDPR) came into effect 25 May 2018, under the 'Data Protection Act 2018' (DPA). GDPR safeguards the collection, processing and sharing of personal data.

The Houghton Regis Helpers Data Protection Policy 2024 states that:

"the sharing of information is on a need-to-know basis, such as the name and address of a client for a volunteer and the nature of the help requested to enable that volunteer to complete the task"

2] Does the volunteer need the client's phone number to complete the task?

It is recognised that it may sometimes be helpful for volunteers to have a client's phone number to enable them to complete a task whilst other tasks can be completed without the need to contact the client directly.

It is not mandatory for volunteers to be given clients' phone numbers, however in the case of an emergency, safeguarding concern, or if referred by a third party, such as another professional or organisation, for example the CAB, Adult Social Care or Dunstable Food Bank, the volunteer will be notified of the client's phone number.

Sharing of clients' phone numbers is considered reasonable for volunteer drivers, befrienders and volunteers shopping on behalf of clients.

When allocating any other category of task to a volunteer the phone holder will consider if the sharing of the client's phone number is necessary and will be shared on a need-to-know basis only. If the sharing of a client's phone number is considered

by an Officer of the Organising Committee to be a potential breach of GDPR it will not be given to the volunteer.

3] Maintaining confidentiality of volunteer's personal phone number to protect from unsolicited calls from clients

Follow these guidelines if calling a client from volunteer's personal phone:

- **Hide your caller ID by putting 141 in front of the number you are calling. Or #31# if using Apple.** *You may need to check with your mobile provider if these numbers do not work for your phone.*
- **If you save the client's number on your phone contact list use initials and not their full name otherwise their number may be linked to data in your Apps or shared with other linked devices – a potential breach of GDPR.**

B] Sharing volunteer personal phone numbers with clients.

If a client **requests** your phone number, politely decline.

Exceptions

Volunteer Drivers may need to give the client their phone number to arrange for a return lift from an appointment if the client is not accompanied to the appointment by the volunteer or another volunteer. In these instances, ask the client to delete the volunteer's number after completion of the job.

Volunteers who act as Befrienders may choose to keep in more regular phone contact with their client/s. This is at the discretion of the volunteer but please keep the phone holder informed of any problems that arise or arrangements for tasks other than those designated to the volunteer.

Professional boundaries and Public Liability Insurance

Volunteers signed up with Houghton Regis Helpers are covered by Public Liability Insurance when carrying out tasks allocated by the phone holder or another member of the organising committee.

The boundaries between professional interaction and personal involvement can become blurred when volunteers are in regular contact with individuals. Any tasks carried out or phone calls with clients that are unrelated to the allocated tasks and not reported to the phone holder or Secretary may negate any insurance claims and/or GDPR.

This policy will be reviewed biennially

Chair's Signature:



Print Name

Yvonne Farrell

Adopted on:

2 May 2025

Review date:

May 2027