



PROTECTING PERSONAL INFORMATION

Thank you for volunteering your time to find and connect a sponsor to a child in need.

In your role, you will handle confidential personal information relating to both sponsored children and generous supporters who agree to become a sponsor. This means you have a key role in protecting this information.

When you are handling this personal information, you are required to apply the following standards:

1. Return any unused child profiles to Compassion UK.

2. Keep child profiles secure.

Please be careful when handling completed forms and keep them secure.

3. Post completed child profiles by Special Delivery only.

Please ensure that you return all completed forms in the special delivery envelopes provided. You need to take the pack to the Post Office and ask for a tracking reference number. Do keep the tracking number safe so we can track the pack. You can check when the delivery has been received by visiting Royal Mail's track and trace service website: www.royalmail.com/track-your-item.

4. Don't keep any records for personal use.

Please don't keep any personal information about children and sponsors for your own records. If you have previously kept any such records, please let us know and then delete these from all your systems including securely disposing of any paper records.

5. Report as soon as you become aware of an incident.

We recognised that, even with the best policies in place, mistakes can happen, and issues can arise. If you think information has been compromised, either through loss, theft, or an unauthorised or accidental disclosure of completed Child Profile forms, please contact us as soon as you become aware of this. This just allows us to deal with the incident promptly.

Confidentiality and Data Protection Agreement

When handling personal information on behalf of Compassion UK, I agree:

- To adhere to Compassion UK's Data Protection Policies and procedures.
- To treat all information about beneficiaries, sponsors, supporters, staff and volunteers as confidential.
- That all confidential information about Compassion UK - that is, information not available in the public domain - must not be disclosed.
- That any non-compliance with Compassion UK's Data Protection Policies and procedures may result in being denied the opportunity to receive Compassion resources and/or volunteer with Compassion in the future.

Thank you for playing your part in helping the Compassion ministry protect personal and confidential information.

