

## **Volunteering**

### **Data Protection - Guidelines for emails and text messages**

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In accordance with our data protection policy the following guidelines have been produced regarding emails and text messages.

#### **Email**

Through **Blackboard**, staff, volunteers and project leaders have the facility to email *All Volunteers*. However, this facility should only be used when authorised by Volunteering staff. *All Volunteer* emails should be only be used when essential information needs to be conveyed to every single volunteer.

Volunteers are requested to be thoughtful in their use of any emailing facility and should only be used when necessary for the delivery of their team project.

Volunteering actively encourages the use of the discussion board by all volunteers as an alternative to unnecessary emails. Project Leaders are responsible for ensuring volunteers are aware of this facility.

Hallam Staff will use SHU e-mail as the main method of contact with students. Please check your SHU e-mails regularly throughout the year.

#### **Text messaging**

Text messages should not be relied upon as the method of informing volunteers about meetings and activities. However, texts or phone calls may be used occasionally where last minute changes mean e-mails may not be received in time.

It is good practice to reply to **all** communications to confirm that you have read and understood them.