

# RESPECTING CONFIDENTIALITY AND PRIVACY

***"We came to the US because our families were in danger [...] no one should publicize [our story or pictures] online because that will put our family in danger." -Refugee resettled by World Relief***

## **WR Policy on Confidentiality and Privacy**

All information and/or verbal communication pertaining to clients and volunteers, including but not limited to name, gender, age, ethnicity, national origin, appearance (including photos and video footage), medical/physical condition, mental condition, location of residence, government-issued numbers and entire personal history is strictly confidential. Further, this information is strictly prohibited from being used in any public venues or on the Internet, personal blogs, or social networking sites such as Facebook, Twitter and Instagram, unless written permission is given by the individual or guardian.

As someone with access to such information through verbal communication, person-to-person interaction, case file documents and/or volunteer applications, you are required to maintain this information in a confidential manner. Any unauthorized access to, modification, deletion or disclosure of client/volunteer information will be deemed a compromise to the integrity of our programs and a violation of individual rights of privacy and may constitute a criminal act. Distribution, reproduction and verbal communication of any confidential information (as noted above) outside of intention and approval of the refugee client/volunteer are strictly prohibited. Illegal access to or misuse of this information is subject to punishment. Furthermore, refugee program case files and volunteer applications are for the use of authorized persons only.

### **KEEP IN MIND**

Throughout the immigration process, newcomers disclose details of their story to officials whose job was to determine the credibility of their case. This can be a stressful and triggering experience given the traumatic experiences newcomers have undergone. It is important to let newcomers take the lead in when and how they want to share details about their life.