Volunteer IT and Communications Policy

POLICY CONTROL

Version	Description	Date
1.2	Latest Trussell Template	7th Aug 2026
Date of first issue by The Trussell Trust		Nov 2025
Board Approved this version		14th Sept 2026
For Review:		Sept 2028

1.1 Related policies

Description
Privacy Policy
Data Protection Policy
Volunteer Policy Agreement
Volunteer Confidentiality Agreement

Introduction

- This policy outlines the standards volunteers must observe when loaning IT equipment (for example a laptop or phone) owned by Chesterfield Foodbank.
- IT equipment is loaned on a case-by-case basis, with approval of the Operations Manager.
- Breach of this policy will be managed with under our Problem Solving Procedure.
- This policy goes alongside our Volunteer Confidentiality Agreement, Volunteer Policy Agreement, our Data Protection Policy and Privacy Policy

Equipment security and passwords

- Equipment will be provided in good working order upon delivery and fit for the requirements of the role.
- The volunteer is responsible for keeping the equipment in good repair, appearance, and condition.
- The volunteer is responsible for the security of the equipment whilst using it and must not allow it to be used by anyone else.
- The volunteer must use passwords on all equipment. Passwords will be provided by Trussell or the foodbank and the volunteer will then reset their own passwords.
- Passwords must be kept confidential and not shared with others.
- The volunteer must log out and shut down a laptop or device at the end of each session.

Systems and data security

The volunteer:

- should not destroy, delete or modify existing systems, programmes, information, or data unless instructed to by their main contact
- must not download or install software from external sources
- must not download information from the Trussell cloud

- should exercise caution when opening unsolicited emails from unknown sources. If an email looks suspicious do not reply to it, open any attachments, or click any links in it. The volunteer should notify their main contact immediately.
- inform their main contact if they suspect the IT equipment may have a virus.

Returning equipment

- The volunteer is required to give two weeks' notice prior to leaving their role, giving sufficient time to organise the return of any IT equipment.
- The equipment will be returned after the volunteers' last day. Collection may be organised by the charity, via a courier if the volunteer is not able to return it in person.

Email

The volunteer should:

- use a professional manner and observe appropriate etiquette when communicating with others by email
- always use our standard email signature
- remember that email can be used in legal proceedings and that even deleted emails may remain on the system and be capable of being retrieved.

The volunteer should not:

- send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic, or otherwise inappropriate emails
- send or forward private emails which they would not want a third party to read
- send or forward chain mail, junk mail, cartoons, jokes, or gossip
- contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding emails to those who do not have a real need to receive them
- send messages from another person's email address (unless authorised by their main contact) or under an assumed name
- use their own personal email account to send or receive emails relating to your role with the charity. Only use the email account we have provided for you.

Using the internet

The volunteer should not access any web page or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral.