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RULES OF CONFIDENTIALITY

This document outlines the confidentiality obligations within the Danish Red Cross. Confidentiality is a duty to keep certain information private. As a volunteer in the Danish Red Cross, you may gain access to information about users/participants or other volunteers during your voluntary work that you must not disclose.

Those seeking assistance from the Red Cross should feel safe sharing their situations without fear that what they reveal will be passed on or that we as volunteers unnecessarily discuss what we hear or see. Therefore, all volunteers commit by signing the Red Cross agreement to comply with the organization's rules of confidentiality.

WHAT INFORMATION MUST REMAN CONFIDENTIAL?

As a volunteer, you must not share private or sensitive personal information about users/participants, volunteers, or others. This includes, for example, details about family or financial circumstances, sexual matters, health issues, criminal records, substance abuse, or social problems.

In certain activities, such as visits to public institutions and prisons, you may come across information, procedures, or locations that are not publicly accessible or widely known. For instance, information about the hours inmates have access to outdoor areas in prisons, how nursing home residents are addressed by staff, or details about healthcare services. This type of information is also subject to confidentiality.

WHAT DOES IT MEAN TO HAVE CONFIDENTIALITY?

Having confidentiality means you must not share information you are obligated to keep private with unauthorized persons. This applies to any third party, including your spouse or partner, family members, or friends. It also applies to communication on digital platforms.

Additionally, any recorded information must comply with applicable data protection regulations (GDPR). See the Danish Red Cross' policy on personal data here: [Data Protection Policy](#).

Confidentiality breaches can occur by:

- Storing sensitive information where unauthorized individuals can access it.
- Sharing personal stories about users/participants on social media without consent.
- Discussing confidential experiences from volunteer work with unauthorized persons.

If you need to share information with other volunteers, activity leaders, or professionals within the Red Cross, it must be done in an anonymized and controlled manner, such as:

- Discussing a situation in general terms without identifying details.
- Avoiding unnecessary specifics during evaluations or reporting.

THE RED CROSS AS AN ADVOCATE

The Danish Red Cross advocates for those in need, such as through dialogue with authorities. Personal information can only be used in advocacy efforts with the consent of the individuals involved. Those we assist must know how the Red Cross handles confidential information.

If you become aware of concerning circumstances, share them with your activity leader or consultant. With the user's/participant's consent, the Red Cross can address the matter with relevant authorities or seek to resolve the issue.

The organization rarely makes public statements about concerning matters discovered through its activities, and such statements require careful consideration of potential consequences for those involved.

DUTY TO REPORT

Citizens in Denmark are legally obligated to report to municipal authorities if they become aware that a child or young person under 18 is subjected to neglect, degrading treatment, or living in conditions endangering their health or development (Danish Social Services Act § 154).

Volunteers must also contact the police if they have knowledge of someone planning a crime against the state or a crime that endangers lives, well-being, or significant societal values (Danish Penal Code § 141).

The duty to report overrides the obligation of confidentiality.

BREACH OF CONFIDENTIALITY

Generally, carelessness in handling confidential information will be addressed by fellow volunteers, the activity leader, or the activity's consultant, and the issue will be resolved amicably.

However, serious breaches of confidentiality can result in the volunteer being removed from their role. In severe cases, the Danish Red Cross may report the incident to authorities, as per general criminal law concerning the unauthorized disclosure of personal information (Danish Penal Code § 264 d).