

2026



# **NETWORK AID AFRICA CONFIDENTIALITY POLICY 2026**

**KNOW WHAT TO LET OUT AND WHAT TO KEEP IN**



# **Network AID Africa CONFIDENTIALITY POLICY 2026**

## **1. Introduction**

For this policy, confidentiality relates to the transmission of personal, sensitive, or identifiable information about individuals or organizations (confidential information), which comes into the possession of the Organisation (Network AID Africa) through its work.

The Organisation holds personal data about its staff, users, and clients, which will only be used for the purposes for which it was gathered and will not be disclosed to anyone outside or inside of the organization without prior permission.

All personal data will be dealt with sensitively and in the strictest confidence internally and externally.

## **2. Purpose**

The purpose of the Confidentiality Policy is to ensure that all employees, interns, volunteers, and users understand the Organisations requirements concerning the disclosure of personal data and confidential information.

## **3. Principles**

All personal paper-based and electronic data must be stored following this policy and must be secured against unauthorized access, accidental disclosure, loss, or destruction.

All personal paper-based and electronic data must only be accessible to those individuals authorized to have access.

## **4. Breaches of Confidentiality**

The Organisation recognizes that occasions may arise where individual workers feel they need to breach confidentiality. Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, an employee, volunteer, intern, consultant, casual worker, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need-to-know basis.

## **5. Legislative Framework**

The Organisation will monitor this policy to ensure it meets statutory and legal requirements.

## **6. Ensuring the Effectiveness of the Policy**

All employees will receive a copy of the confidentiality policy. Existing and new workers will be introduced to the confidentiality policy via induction and training. The policy will be reviewed and amendments will be proposed by employee/volunteer/management with advice from Technical Advisory team members to the Chief Country Coordinator.



## **7. Non-Adherence**

Breaches of this policy will be dealt with under the Grievance and/or Disciplinary procedures or conduct of conduct as appropriate.

## **8. Confidentiality Agreement of Review Sign**

To be completed by each employee/volunteer and other relevant individual when joining the Organisation and thereafter on an annual basis or when reviewed. The employee/volunteer must sign a confidentiality agreement of review to the terms of this policy set out below:

a) All employees shall keep confidential all information they acquire during the course of their employment/contract that would reasonably be considered to be personal or confidential. This includes, but is not limited to:

- i. personal information concerning the employer or employee,
- ii. personal information concerning all employees/volunteers of the technical advisory team, goodwill ambassador
- iii. confidential information obtained from third parties;
- iv. confidential information about matters under consideration by the Organisation administration or the technical advisory team or goodwill ambassador;
- v. confidential information concerning the business or operations of the Organisation, technical advisory team, goodwill ambassador, or constituent;
- vi. content of tenders and other contractual negotiations; and
- vii. details of business operations, financial matters, and other confidential records of businesses that deal with the Organisation, technical advisory team, goodwill ambassador, or constituent.
- viii. No person shall disclose such information unless such disclosure is required within the course of employment.
- ix. The employee/volunteer hereby covenants and agrees that he or she will at no time, during or after the term of employment/volunteering, use for his or her benefit or the benefit of others, or disclose or divulge to others, any such confidential information.
- x. Information covered by this policy shall include information that is written or unwritten or stored electronically or paper-based.
- xi. The Organisation's procedures and details of the work undertaken must not be disclosed to staff/volunteers or third parties without proper approval by the Country Coordinator Chief Country Coordinator or line coordinator.
- xii. Information about the Organisation, employee/volunteer, or client must not be disclosed to the staff/volunteer or third parties without proper approval from the Country Coordinator/Chief Country Coordinator or line coordinator.
- xiii. Information about the Organisation, client, or employee/volunteer must not be discussed where it could be overheard by staff/volunteer or third parties.
- xiv. The employee acknowledges that, in the course of the employment/volunteering by the employee/volunteer, the employee/volunteer has, and may in the future, come into possession of certain confidential information belonging to the employer, including but not limited to trade secrets, customer/clients lists, and prices, funds, methods, processes or marketing plans, etc. Any person who knowingly, recklessly, or negligently releases personal or confidential information without appropriate authority may be subject to disciplinary action to and including termination of the employment contract/agreement.



## 9. Data Management

The Chief Country Coordinator/Country Coordinator or designated person shall: develop procedures to collect, store, and allow access to personal and confidential information in keeping with the requirements of appropriate legislation; and

provide employees/volunteers with direction concerning the appropriate release of information that they may encounter during the course of their employment/volunteering.

- a) Subject to legislation and regulations, any personal or confidential information shall be released only as required in the necessary course of employment/volunteering and only by those persons authorized to release such information.
- b) An employee/volunteer shall make his or her best efforts to ascertain whether or not the release of information is authorized, and if uncertain shall direct the inquiry to his or her supervisor.
- c) All employees/volunteers are obligated by diligence to ensure their workstations and devices are secure at all times. Ensuring stations are locked and secured when absent from the work area. Organisation Phones linking to inbound lines must be placed on the DND status when absent from work station.
- d) All volunteers who may have access to confidential or personal information shall be provided with a copy of this policy and required to adhere to its requirements as a condition of being a volunteer.
- e) All Contractors who may have access to confidential or personal information shall be provided with a copy of this policy and required to adhere to its requirements as a condition of their contract.
- f) All coordinators shall ensure that all employees, volunteers, and contractors covered by this policy shall be provided with a copy of this policy before commencing employment/volunteerism or duties with the Organisation and shall sign an acknowledgment of review of this policy.

## 10. Key Interpretation

- i. Organisation means Network AID Africa
- ii. Employee means volunteer, intern, staff, casual worker, consultant, technical board, goodwill ambassador any person involved with the organization and has access directly or indirectly to information of the organization either paper-based or electronic.
- iii. Employment means any individual directly, indirectly, voluntarily, or contractual involved with the Organisation.
- iv. Employer means any person acted or designated to award a contract or agreement to another person or third party on behalf of the Organisation.
- v. Information means oral, written or unwritten, paper-based or electronic
- vi. Confidential means medical information, employment record, remuneration, agreement/contract with the donor, personal data, identity of the victim of sexual abuse or rape, sexual lifestyle, personal/family care issues, service records, and other information marked as confidential.



## 11. Acknowledgement of Review of Policy on Confidentiality

I \_\_\_\_\_ acknowledge that I have had the opportunity to review the following information and materials provided to me concerning Network AID Africa policy \_\_\_\_\_ on \_\_\_\_\_ confidentiality:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have had the opportunity to review these materials with \_\_\_\_\_ and \_\_\_\_\_ and I have had the opportunity to ask questions and receive explanations of the information and materials.

## 12. Confirmation

I confirm that I have been informed that I am expected to conduct myself within the requirements of this policy, related policies, code of conduct, and philosophy of Network AID Africa.

### Employee

Print Name \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Dated \_\_\_\_\_, 20\_\_\_\_

### Witness On behalf of Network AID Africa

Print Name & Position \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Dated \_\_\_\_\_, 20\_\_\_\_

Chief Country Coordinator/Country Coordinator

Print Name & Position \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Dated \_\_\_\_\_, 20\_\_\_\_