



Refugee and Immigrant Center for Education and Legal Services
VOLUNTEER/INTERN AGREEMENT TO MAINTAIN CLIENT CONFIDENTIALITY

I, _____, acknowledge and understand that as a volunteer of RAICES, I am bound by the duty RAICES has as a law firm to maintain in strict confidence all information relating to its clients and their cases.

I will not discuss or disclose any information relating to any RAICES client or client's case with any person, agency, organization or other party outside of the law firm, unless explicitly authorized and requested to do so by a RAICES attorney.

Confidential Information. Confidential client and non-client internal organization information should never be discussed in the presence of third parties. Confidential information includes but is not limited to the following:

1. Identifying information about a client, including name, address or phone number.
2. Information relating to a client's family, including children as well as abusive spouse.
3. Information regarding a client's immigration status.
4. Information about the abuse experienced by a client.
5. Any other information about a client, including any quantitative data collected about a client.
6. Any internal organizational information and documentation.
7. Any internal organizational strategies and processes.
8. Any internal organizational internal and external contact information (including contact information with external agency funders, donors, volunteers, community organizations, community leaders, etc.).

Terms. By signing this Confidentiality Agreement, I agree to maintain the highest ethical standards and to abide by the following provisions:

1. All communications between RAICES staff, volunteers and clients are confidential.
2. The duty of confidentiality applies to all client or case information I receive at RAICES,

regardless of whether the information pertains to a case I am assigned to work on or to any case.

3. The duty of confidentiality and my obligation to maintain it applies equally to information regarding: current clients; potential clients who apply to RAICES for services but whose cases are not accepted; and former clients.
4. I, as a volunteer/intern, shall not disclose confidential information to a third party without the client's or organization's expressed consent to release such information.
5. I, as a volunteer/intern, shall not disclose confidential information to a third party without RAICES' knowledge and consent.
6. I, as a volunteer/intern, shall not post any confidential information online, on any social media channels, or through any electronic means outside of RAICES.
7. I understand that as a volunteer/intern I have a duty to keep client and organization information confidential throughout my term as a volunteer as well as after my volunteer status ends.
8. I agree, as a volunteer/intern, that I will return all RAICES documents, notes, materials, items, technology, etc. upon the end of my time with the organization.
9. I agree, as a volunteer/intern, that I will permanently delete any communication via email, phone, or text with RAICES clients or partners if done on my personal devices.
10. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the termination of my participation as a volunteer with RAICES.

I, _____ (print name), have read the above RAICES Confidentiality Agreement and understand its terms and my responsibilities as a volunteer/intern.

Signature of Volunteer/Intern

Date