
CODE OF CONDUCT FOR VOLUNTEERS

Introduction

1. The National University of Singapore ("**NUS**") Code of Conduct for Volunteers (the "**COCV**") aims to ensure that all volunteers for all NUS-related activities understand the standard of conduct required. Volunteers are expected to uphold the COCV at all times when carrying out their duties and interactions.

2. For the purposes of the Code:

"Activities" refers to all authorised activities undertaken by or on behalf of NUS (including but not limited to, advocating on behalf of and/or raising philanthropic support for NUS for the purposes of seeking or receiving donations of time, money, property or other resources for NUS).

"Confidential Information" shall mean all information (whether recorded or not and in whatever form or media) relating to all or any part of the business, property, assets, technology, activities, services, financial affairs, management and administration of NUS, including information relating to NUS' employees, students, donors, alumni, business or academic partners, clients, suppliers and any third party dealing with NUS.

For the avoidance of doubt, Confidential Information includes, without limitation, Personal Data and any information relating to donations and/or gifts, and further includes, without limitation, all data, analyses, reports and other derivative information or material created in the course of, or as a result of, volunteering and other philanthropic activities with or for NUS, or as a result of having access to or otherwise obtaining confidential information of NUS.

"Data Subject" refers to any person whose personal data is being collected, held or processed.

"Personal Data" shall have the meaning ascribed to it in the Personal Data Protection Act 2012 ("**PDPA**") (as the same may be amended and/or revised thereto from time to time). For the avoidance of doubt, photographs, images and videos are considered Personal Data and volunteers who wish to take photographs or videos with any individuals must first seek consent from such individuals.

"Volunteer" refers to a person who, without payment or other material benefit, offers his/her services and time, to undertake or render assistance in connection with the Activities.

Expectations

3. Volunteers are expected at all times to:-

- (i) be present for their duties and to adhere to the stipulated date(s) and time of their duties;
- (ii) inform their volunteer liaison / supervisor as early as possible if they are unable to be present for their duties;

- (iii) use the resources, property, information or funds provided by NUS solely for authorized uses and the purposes of accomplishing his/her duties as a volunteer;
- (iv) carry out their duties and act in good faith, in a safe and responsible manner, and with skill and diligence, in the best interests of NUS;
- (v) speak and act in a respectful and professional manner in all their dealings and communications with others;
- (vi) be appropriately dressed for their duties;
- (vii) be responsible for their own personal belongings;
- (viii) abide by all applicable NUS' policies, procedures and codes of conduct;
- (ix) maintain confidentiality of all data and information obtained;
- (x) observe all safety procedures;
- (xi) inform and seek permission from NUS before making any donations and/or gifts while being a volunteer for NUS;
- (xii) where such volunteering relates to fundraising, observe all relevant guidelines, rules and regulations, legislation, codes of governance and best practices relating to fundraising; and
- (xiii) notify NUS if he/she chooses to terminate his/her volunteer relationship with NUS.

4. Volunteers are expected not to:-

- (i) act in any way that will incur any liability to NUS or bring into disrepute NUS and its name;
- (ii) seek or accept rewards, benefits or gifts without permission from NUS;
- (iii) engage in any activity that may bring harm (e.g. physical or mental) to another person or property;
- (iv) be under the influence of alcohol and non-prescription drugs while volunteering;
- (v) falsify or change any documents or records;
- (vi) post any photographs, videos, reports, advertisements, promotional material on social media or any other media platform without obtaining authorisation from NUS and the Data Subject;
- (vii) act as a spokesperson for NUS unless prior permission or authority has been given;
- (viii) use their involvement with NUS to promote their own personal interests, beliefs or practices, which have either actual, perceived or potential conflicts with the duties to the University where these are inconsistent with the vision and mission of NUS;
- (ix) make any statement or representation for and on behalf of NUS or the people within NUS, knowing it to be false or without regard as to the validity or falseness of the statement; and
- (x) enter negotiations or make any commitments regarding NUS related activities, including sponsorship and rights.

Protection of Confidential Information

5. In the course of carrying out their volunteer duties, volunteers may collect, have access to, be exposed to or otherwise obtain Confidential Information. Notwithstanding the foregoing, NUS shall have the absolute discretion to decide the type of Confidential Information it wishes to disclose to the volunteers.

6. Volunteers shall ensure that all Confidential Information:

- (i) must be held and kept in strictest confidence;

- (ii) is only collected with the prior written consent of the Data Subject;
- (iii) is only used (directly or indirectly):
 - (a) in accordance with the instructions of NUS;
 - (b) in accordance with the purposes for which NUS and/or the Data Subject disclosed the Confidential Information;
 - (c) for purposes which the Data Subject has been notified of and has given his/her consent to; and
 - (d) for purposes which are reasonably necessary to enable the volunteer to fulfil his/her voluntary responsibilities with NUS;
- (iv) is only disclosed to third parties with the prior written consent of the Data Subject and the prior written approval of NUS, and if such approval is granted, is only transferred upon such additional terms and conditions which NUS and/or the Data Subject may impose for such transfer;
- (v) is only transferred to another country with the prior written consent of the Data Subject and the prior written approval of NUS, and if such approval is granted, is only transferred upon such additional terms and conditions which NUS and/or the Data Subject may impose for such transfer;
- (vi) is not copied or reproduced in any form whatsoever by the volunteer, save as may be necessary for the purposes of accomplishing his/her duties as a volunteer;
- (vii) is protected against accidental/unlawful/unauthorised destruction, loss, alteration, disclosure, access, misappropriation, misuse and all other unlawful forms of processing by another person, including, but not limited to, taking steps to ensure that the Confidential Information;
 - (a) is properly secured and stored in a manner which does not permit unauthorised access (including physically restricting the location and use of such Confidential Information to areas over which the volunteer has control and storing such Confidential Information in a manner which does not permit unauthorised access); and
 - (b) is not stored in data clouds or such services;
- (viii) is not retained or stored for longer than necessary for:
 - (a) the purposes of accomplishing his/her duties as a volunteer and performance of their obligations herein; and/or
 - (b) the purposes for which NUS disclosed the Confidential Information; and
- (ix) is promptly returned to NUS or destroyed or permanently deleted by the volunteer (with no copy retained and written confirmation to NUS of the same) upon the request of NUS at any time and/or after the purpose of retaining the information is no longer necessary to enable the volunteer to fulfil his/her voluntary responsibilities with NUS.

7. Volunteers shall immediately give notice in writing to NUS as soon as they become aware of, or reasonably suspect, that any of the events set out in Paragraph 6(vii)

above has occurred, and take all the steps necessary to remedy the event and prevent its re-occurrence.

8. Volunteers shall comply with the PDPA and Charities Act (Cap. 37) and all subsidiary legislation related thereto with regard to any and all Personal Data and donor information that they may have access to or otherwise obtain.

Conflict of Interest

9. Volunteers are expected to avoid situations which may have conflict of interest with the organisation (e.g. other commitments, roles in other organisations). If any potential area of conflict arises, volunteers are to consult their volunteer liaison / supervisor.

Amendments to the COCV

10. NUS may amend the COCV from time to time subject to approval by the NUS Board of Trustees.

Promulgation of Other Policies and Guidelines

11. NUS may introduce or promulgate new guidelines and policies in line with the practices set out in the COCV.

Breach of Code

12. Should there be any breach of the COCV, this will be investigated through the relevant structure and processes within NUS. Failure to uphold the COCV may result in for example, a warning, and where appropriate limitation, suspension or termination of the volunteer's role.