



Volunteer Code of Conduct

All volunteers are required to review and confirm this Code of Conduct before volunteering with us for the first time. By attending our events you are agreeing to this Code of Conduct. If you do not agree with any part of this document, please discuss with our team prior to attending a volunteering event.

The intention of this document is to indicate our commitment to make your volunteer experience with us a positive and rewarding one to the best of our ability, while safeguarding the wellbeing of everyone joining our activities. Redress values its volunteers and we will endeavour to provide you with:

- A supervisor, so that you have a clear point of contact and an opportunity to ask questions and receive feedback on the tasks you are assigned.
- A safe and friendly environment in which to perform your role.
- Reimbursement for any reasonable expenses incurred within the course of your volunteering duties or activities that have been pre-approved by a Redress manager.
- Insurance to cover you for the volunteer duties which you are authorised and requested by Redress to perform.
- Respect for your privacy as detailed in the Personal Data (Privacy) Ordinance (Cap. 486) below.

As a volunteer joining a Redress activity, you acknowledge and confirm:

- That you are 18 years of age or older at the time of volunteering.
- To arrive on time and to provide reasonable notice if you are no longer able to volunteer at the activity so that alternative arrangements can be made.
- To report any accidents, injuries or sickness which involve yourself when volunteering.
- That photos or videos may be taken by Redress or its authorised representatives to record the activity for the purpose of sharing and promoting Redress' work.
- That you perform all duties on a voluntary basis for which you will not receive any remuneration or payment.
- That neither Redress nor you intend any employment or contractual relationship to be created (i.e. you are not an employee, independent contractor or consultant at Redress).
- To engage in positive, legal and ethical behaviour at all times.
- To adhere to the Redress' rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to staff, volunteers and stakeholders of Redress.
- To maintain strict confidentiality relating to any information you may be exposed to during your volunteer period, relating to Redress and of its clients (including general operations,



processes, 'know-how', technical information, designs, marketing plans etc.) either during your volunteer period with Redress or at any time afterwards.

- To return all Redress related documents, materials and any other items to your supervisor at the end of your volunteer period.
- To acknowledge that as a volunteer, you do not represent Redress in any official capacity, but understand your actions and opinions may have an impact on the organisation's work and reputation and therefore endeavour to always represent the best interests of Redress.

Personal Data (Privacy) Ordinance (Cap. 486)

Your privacy is important to Redress Limited ("Redress"). Throughout the period of you being a volunteer at Redress, Redress may receive personal data and will need to collect personal data from you and about you. The type of information that may be collected includes (but is not limited to):

- Name, email address, postal address, telephone number;
- Date of birth, language, country of origin, gender;
- Emergency contacts names and telephone numbers
- CV based information such as qualifications, educational history, professional associations;
- Any other information that you provide to Redress.

If you provide personal data about other individuals (such as next of kin and dependents etc.), you must obtain their valid consent under law prior to disclosing them to us.

The purposes for which Redress collects this data is for use concerning your volunteer role at Redress and for various human resources, management and reporting purposes and for various legal, regulatory and security purposes.

Redress may from time to time transfer your personal data to the following classes of persons (within or outside Hong Kong):

- an Associated Company (as defined in section 2 of the Companies Ordinance (Cap. 622) and it refers to the Associated Companies of Redress);
- Redress's insurers, banks and auditors;
- parties involved in a dispute, litigation, investigation, proceedings or enquiry;
- companies or third party service providers Redress engages to perform the functions listed above on Redress's behalf;
- applicable regulators, governmental bodies, tax authorities or other industry recognised bodies located inside or outside Hong Kong as required by any applicable law, rules and



regulations, codes of practice or guidelines of any applicable jurisdiction or any governmental or regulatory authority in or outside Hong Kong; and

- anyone you authorise.

The above classes of persons are situated in Hong Kong as well as in locations where Redress and Associated Companies have business operations and where their staff and data processing agents may perform duties for Redress or any of the Associated Companies. However, in some of these locations, there may not be in place data protection laws which are substantially similar to, or serve the same purpose as the data protection law in Hong Kong.

If you do not provide complete and accurate personal data to Redress as and when it is required, there may be potentially serious consequences for you and, depending on the circumstances, Redress may not process your application for a volunteer role or cease any volunteer or working relationship with you.

It is Redress's policy to retain certain personal data of independent contractors when they cease to be engaged. This data may be required for any residual engagement-related activities, including for example, processing of applications for re-engagement and allowing Redress to fulfil any of Redress's contractual or statutory obligations.

To the extent applicable law allows, you may request access to, and correction of, your personal data in relation to your volunteer role at Redress. For any further information, please contact Nissa Peng Cornish, Executive Director of Redress, at nissa@redress.com.hk. Redress may charge a fee for complying with such a request.