

## Confidentiality Policy

The confidentiality of our Service Users is our highest priority. This policy explains our approach to confidentiality when Service Users call our listening service.

Our aim is to not collect person identifiable data and therefore our service has been designed to reflect this. Our Privacy Policy and Safeguarding policies, available on our website provide information on the use of personal data.

### Volunteer Call Handlers

Volunteer Call Handlers are informed of the charity's requirements for confidentiality through our information governance and data protection policies which form part of the induction and training programme. Our information governance and data protection policies ensure that all roles involved in the charity are aware of the requirement for confidentiality of all Service Users.

### Systems and Processes

When you call our listening service, we do not ask you to provide any personal details. We may ask if you would like to tell us your first name purely to make you feel more comfortable when you talk to us, but if you prefer not to give us a name, this will not affect the service we provide to you.

When you telephone the listening service the number you are calling from appears in our call handling system (unless you choose to withhold your number). We do not use the number for any further purpose unless as described below, there is a safeguarding concern.

To ensure we assess the delivery of our service you will be asked to complete an optional anonymous survey after your call. This is to collect statistical data in relation to the services that we provide and does not ask for any person identifiable data.

We will keep a register of how many calls we have received, and the nature of the call purely to allow us to review how effective our services are, and to ensure we have the most relevant information available to our call handlers to sign post our callers to services that may be of help to them. However, this will not contain any personal data and will be statistical data only.

### Safeguarding

We have in place safeguarding policies and procedures to ensure our volunteer call handler can identify situations where you may need emergency support. As described above, we do not request or record person identifiable information, however where we are concerned that your safety is in immediate danger, or you advise us that someone in your care is in danger, in line with our Safeguarding Policy, we will talk to you to encourage you to collaborate with us in getting the help and assistance you may need. Where this is the case, we will encourage you to provide a name, contact number and address. We will fully explain who we may share your contact details with so that we can get you the emergency help that you need. There may be emergency situations where due to significant concerns about the immediate safety and welfare of yourself or those in your care, emergency help is needed by us using the phone number that you have called us from, to pass to the emergency services. Any contact details obtained are only used to manage such emergency safeguarding situations and are not used for any other purpose.

**If you have queries about confidentiality, you can contact our Charity Manager. Details are provided within the Privacy Policy on our website.**