**Nightline Dundee - Confidentiality Policy**

In this document, the principles for working with service user’s information are set. This document ensures that all our Volunteers are familiar with policies regarding the confidentiality of the service.

It is vital to protect their identity and provide a safe environment.

Confidentiality - Meaning

Confidentiality is one of our fundamental principles. Nightline Dundee does not disclose anything service user mention, or anything that could help identify them to third parties. Any notes taken during conversation will be destroyed immediately after contact has ended. All Volunteers must sign a Confidentiality Agreement before they begin their training. Nightline Dundee does not have access to caller’s e-mail address or phone number.

Confidentiality - Storage of Information/Data

Nightline Dundee keeps a record of the following information regarding contacts by service users:

 -Name of Volunteer taking the call and the supporting Volunteer

 -Time the call began and duration

 -Type of call (e.g. malicious, silent, listening, information)

 -Use of protocols

 -Generic/Non-identifying information

This information is to be filled into the Call-Log and serves the analysis about the number and general use of the service. Call logs have to be permanently deleted by Volunteers after sending them to the Director. All information is to be deleted after stats were made.

E-mails: Deleted immediately after answering. No record of Instant Messaging conversations is held once the conversation has been ended. Often two volunteers will answer Emails and IMs.

Exceptions

Confidentiality has to be broken under the following circumstances:

 1. Bomb threat:

Under the Prevention of Terrorism Act of 2000, all helplines are legally obligated to report terrorism threats. Any information related to such threats has to be disclosed to the police. In the event of a terrorist threat Volunteers have to follow the bomb threat protocol.

 2. Suicidal calls:

In the event of a suicide contact Volunteers are permitted to disclose the identity and location of the caller only if the service users agree to Nightline Dundee alarming emergency services. Volunteers have to follow the Suicide Protocol if any such contact is made.

 3. Malicious repeat callers:

Should any service user continue to abuse the service with malicious point of contacts, Volunteers are allowed to disclose the following identifying features to the committee: Accent, potential gender, frequently used phrases/words, general conversation points. This information serves solely the purpose of creating a protocol which protects our Volunteers. No information regarding the service user can be disclosed to third parties outside of Nightline Dundee.

4. Child protection issues:

In the event of a caller discussing potential harm perpetrated against a person under the age of 18 years old, we are permitted to disclose any details gathered in the interest of child protection.

5. Police or Court Order:

Nightline Dundee would comply with any ongoing investigation where the Police or Courts have contacted us and requested information.