**Confidentiality Framework**

This document refers to Lancaster Nightline’s rules on the collection and disclosure of a caller’s personal information. This document ensures all our volunteers and all callers are familiar with our framework regarding the principle of confidentiality.

We want callers to feel safe while talking to us, so that they can tell us how they’re really feeling. Therefore, confidentiality is one of the five core principles of our service: our service doesn’t disclose anything that our callers say, any information they may give, with any other person or organisation.

Our Aim for Confidentiality

* To safeguard our callers and allow them to feel comfortable discussing anything.
* To assure callers that we will not disclose personal details of their calls to anybody outside of the organisation.
* To adhere to legal requirements regarding confidentiality in listening services.
* To follow the Good Practice Guidelines provided by the Nightline Association, to run as smoothly and safely as possible.

Exceptions to Confidentiality

However, there are certain circumstances where a caller’s confidentiality can be overruled. Confidentiality can only be broken in the following circumstances:

* A Terrorism Call- The Prevention of Terrorism Act 2000 places a legal obligation on all helplines to disclose any information related to a terrorist threat. Terrorism is the only circumstance under which Nightline has a legal obligation to break confidentiality. In the event that a volunteer receives information about an act of terrorism, they should follow the Terrorism Policy and report as much information as possible from the caller about the act of terrorism to the relevant authorities.
* In the event of a Grievous Harm Policy Call, it is Lancaster Nightline’s policy to break confidentiality and pass on any relevant information revealed by the caller to campus security and the police. This includes a call relating to potential violence, rape, serious assault and terrorism.
* A Suicide Call- In the event of a suicide call, it is Lancaster Nightline’s policy to call an ambulance if the caller tells us of their location. We make our callers aware of this when the situation is raised. In some cases, callers will not wish to provide personal details and are not obligated to do so. However, if they inform our volunteers of their location, we are obliged to phone an ambulance.
* We have a statutory responsibility to report information relating to a child at risk of harm, relating to a person under the age of 18. This includes calls relating to potential harm, not harm which has occurred in the past. If there is a risk of harm or neglect to a child, Lancaster Nightline will break confidentiality to inform the relevant authorities.
* If the authorities request information for legal reasons pertaining to a criminal activity, Lancaster Nightline would break confidentiality if presented with a court order.

A caller might like to know…

* If you call us, our number will appear on itemised phone bills.
* If you email us, we will be able to see your email address. We are working on updating our systems currently, so that any emails received will be anonymous.
* If we email you, any correspondence from us will be from ‘Nightline’

Confidentiality regarding the storing of call data

Lancaster Nightline has records of both emails and calls. These are stored to enable us to generate statistics about the use of the service which we then share with the Union- this includes information such as the dates and time of calls, the length of calls, gender of callers and the nature of the call. We do not disclose any personal information about specific calls/callers.

* Emails are kept for no longer than one year. We store emails for this length of time to enable a caller to continue an ongoing email conversation if they wish. Emails dating back further than this will be permanently deleted.
* Records of calls are kept for no longer than one year. Paper copies of calls are to be collected by the Vice Director for producing call statistics and are then destroyed. Call statistics are then recorded on an electronic database, which only the Service Director and Vice Director have access to.