



## Safer Waves - Confidentiality Policy

Safer Waves offers a non-judgemental, free, confidential service. Strict confidentiality about individual service users, volunteers and staff applies as laid down in this policy.

### **Internal Confidentiality**

The information shared between workers (paid and voluntary) and service users is confidential and should not be shared with any third party outside of Safer Waves. It is recognised however, that in some circumstances relevant matters concerning service users will be discussed internally and with an external Clinical Supervisor. Confidentiality is between the service users and the service, not between the service user and the individual worker. Such discussions should only be conducted on a 'need to know' basis.

If a volunteer or employee needs to discuss a service user internally, the discussion should first take place in person or on the phone. Further conversations by email or message should refer to the service user by initials only (if known) and avoid identifying them if possible.

### **Email Service**

The email service is confidential. Volunteers do not have access to service user email addresses. Volunteers should not provide personal information to the service users such as phone numbers, email addresses etc. Service users should not provide identifying information such as names, phone numbers, names of ships or employers.

Service users should be aware that their email addresses are held on our system for a maximum of 5 days before being deleted, and can be accessed by the senior management team. These will not be routinely accessed but may be looked at if there is a need to breach confidentiality in the circumstances outlined below.

### **Breaching Confidentiality**

When you email us, your information will be kept completely confidential. There are however a few specific exceptions to this which are listed below:

- If there is reason to believe someone's life is in immediate danger
- If there are safeguarding concerns regarding a child or adult at risk (as defined by the Care Act 2014) – See our Safeguarding Adults at Risk and Safeguarding Children policies.
- If disclosures are made relating to terrorist activity
- If ordered to breach confidentiality by a court of law or the police.



In almost all cases we will attempt to discuss this with you and tell you who we will be reporting to, and what information we are required to disclose. Unless you have provided identifying information, the only information we may have access to is your email address.

### **After Leaving Safer Waves**

All volunteers and staff members should continue to maintain confidentiality about service users and Safer Waves policies and procedures after leaving the organisation. Current volunteers and staff members should not discuss service users or Safer Waves policies and procedures with former colleagues who have left the organisation.