

Confidentiality Policy V.3

Policy:

Greater Manchester Nightline wants every caller to feel they can talk about anything. Because of this, confidentiality is one of our core principles. We won't disclose anything our callers say to anyone outside our organisation. However, in certain circumstances, information can be disclosed. These circumstances are listed below.

Aims of the policy:

- To allow callers to feel comfortable talking about anything.
- To assure callers that we will not disclose details of their calls outside the organisation.
- To adhere to legal requirements regarding confidentiality within listening services.
- To follow the Good Practice Guidelines provided by the Nightline Association.

Use of the policy:

- Information from calls may be disclosed in the following circumstances:
 - A) A terrorist threat is made. This is due to The Prevention of Terrorism Act 2000. In the case of such an instance, Nightline will inform the relevant authorities.
 - B) The authorities request information for legal reasons pertaining to criminal activity (a court order would be necessary to obtain this information).
 - C) Specific scenarios detailed in the relevant policies (e.g. Safeguarding Children, Suicide) allow us to contact an emergency service and security personnel (if applicable) at the caller's request. Only information necessary to do this will be disclosed.
 - D) There is a risk of harm or neglect to a child (under the age of 18). In such cases, Nightline will inform the relevant authorities.
 - E) In cases of a caller abusing the service we withhold the right not to adhere to this policy. Abusive callers are those who use the service for sexual gratification, attempt to manipulate the Nightliner and/or repeatedly use abusive/inappropriate language (over multiple calls). Information regarding these callers may be shared with the Nightline Association, other Nightline organisations and/or legal authorities.

NB. We cannot see the phone number, email address or any other details of callers who contact the service.

Data Protection

Greater Manchester Nightline keeps basic records of emails and calls in order to generate statistics about the use of the service. This includes the date, time and length of calls, the gender of callers, university of study (if disclosed) and the nature of the call. We don't

record any identifying information about specific calls or callers (unless in the case of circumstance E), and records are destroyed within 12 months.