



## Caller Confidentiality

- All calls to Nightline are anonymous. Information from the call will be logged electronically but nothing in the call log will identify the caller.
- The information recorded can only be accessed by Nightline volunteers.
- The information is used for training purposes and to ensure that volunteers are providing the best service possible.
- Information from callers is stored in a secure database which can only be accessed by password. Once volunteers leave Nightline their passwords will be revoked.
- Confidentiality will only be broken if:
  1. The caller states they are at risk of harming themselves or another and have provided their exact location, at which point volunteers will ring for an ambulance. Unfortunately, expressing suicidal thoughts is a common call for Nightlines to receive and will not result in an ambulance being called immediately. Volunteers will only call for an ambulance if the caller provides their exact location.
  2. The caller gives information relating to a possible terrorist act, in which case volunteers must phone the police immediately under the Anti-Terrorism Crime and Security Act 2001.
  3. The caller provides information of on-going child abuse.
- If confidentiality is broken, the volunteer will inform the caller straight away. However, in the rare instance that the volunteer believes that informing the caller may put themselves or others at risk, they are obliged to hold this information from the caller. Please note this is very rare.