

## **Norwich Nightline Confidentiality Policy**

### **4. Confidentiality Policy**

Nightline is a confidential and anonymous organisation. The details of both Nightliners and contacts must be kept within the organisation. Nightliners are expected to abide by the following policies and diverge from them only in the exceptions outlined in **sections 4.2 and 4.4.**

#### **4.1. Confidentiality of Contacts**

- 4.1.1.** Nightliners are not to ask for the personal information of a contact.
- 4.1.2.** The Nightliner must not share any personal information provided by a contact or details of contact content with anyone outside of Nightline.
- 4.1.3.** Any personal information of contacts and details on the content of contacts recorded during a contact must be destroyed at the end of a shift.
- 4.1.4.** Personal information on contacts and the content of contacts recorded in the call slips may only be viewed by the Internal Coordinator and Secretary.
- 4.1.5.** Nightliners are never to approach contacts outside of a shift.
- 4.1.6.** Nightliners must never use personal information divulged by contacts to search for or identify the contact outside of the shift.

#### **4.2. Exceptions to Confidentiality of Contacts**

- 4.2.1.** If a contact reveals a genuine intent to commit a crime, reveals that a member of the public may be in serious danger, or reveals details of current child abuse (including neglect), the Nightliner must breach confidentiality and contact Security or the Police, divulging any relevant information that may have been provided during the contact.
- 4.2.2.** If a contact reveals a genuine intent to commit suicide the Nightliner is permitted to provide the personal information of the contact to the emergency services regardless of whether the contact requests these services.
- 4.2.3.** In both of the above cases, Nightliners must inform the contact of their intent to break confidentiality to contact the emergency services unless the Nightliner deems it a genuine danger to reveal this information to a contact.
- 4.2.4.** Nightliners may ask for and record a contacts' personal information to call emergency services.
- 4.2.5.** If a contact reveals the details of a crime that has already been committed it is the responsibility of the committee to report the incident to the police if the contact is considered to be genuine in their confession.