

## **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.
  - 4.1.3.1** This includes Skype contact history.
- 4.1.4.** When filling in the call slips, Nightliners must not note any information that could be used to reveal the real identity of the contact.
- 4.1.5.** Information on contacts and the content of contacts recorded in the call slips may only be viewed by the Internal Coordinator and Secretary.
- 4.1.6.** Nightliners are never to approach contacts outside of a shift.
- 4.1.7.** Nightliners must never use personal information divulged by contacts to search for or identify the contact outside of the shift.
- 4.1.8.** Nightliners cannot use the services of Norwich Nightline, though they may use the services of other sister Nightlines.

#### **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 to divulge any relevant information that may have been provided during the contact.
  - 4.2.1.1.** Nightliners must not, upon hearing references to details to any of the above, act outside of Nightline principles to obtain further information, and should continue the contact as usual.
- 4.2.2.** 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 and the information given would be of practical benefit to the emergency services.
- 4.2.3.** If a contact reveals a genuine intent to take their own life the Nightliner is permitted to provide the personal information of the contact to the emergency services regardless of whether the contact requests these services.

**4.2.4.** In both of 4.2.1 and 4.2.3, 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.

**4.2.5.** Nightliners may ask for and record any personal information given by a contact to call emergency services.

**4.2.5.1.** Norwich Nightline technologies are anonymized and do not have the capability to display the identity of the contact, so such information must be provided by the contact themselves.