

Privacy and Confidentiality Policy

Your Privacy Matters

At Sexual Assault Support Service (SASS), we are committed to protecting your privacy and confidentiality.

We collect, use and store your personal information to provide safe, high-quality services and to meet our legal and professional responsibilities.

We will explain:

- ✓ what information we collect
- ✓ why we collect it
- ✓ how it will be used
- ✓ how we protect your information
- ✓ when information may need to be shared

We want you to feel informed, respected and confident that your personal information is being handled safely.

How We Protect Your Information

We will:

- ✓ only collect the information we need to provide our services
- ✓ take steps to keep your information secure and protected from unauthorised access, loss or misuse
- ✓ only allow authorised staff to access your information when they need it to provide services or meet legal and professional responsibilities
- ✓ take reasonable steps to ensure your information is accurate and up to date
- ✓ respond promptly if there is a privacy concern or incident involving your information

Sharing Information

We respect your privacy and will only share your information when:

- ✓ you have given your consent
- ✓ we are required or authorised to do so by law
- ✓ it is necessary to help protect your safety or the safety of someone else
- ✓ a court or other lawful authority requires us to provide information

Where appropriate and possible, we will explain what information is being shared and why.

Your Choices

We recognise that you have the right to make choices about your personal information.

You can:

- ✓ ask questions about how your information is collected, used or shared
- ✓ choose not to answer some questions
- ✓ provide only the information you feel comfortable sharing

If limited information affects our ability to provide support or meet our legal responsibilities, we will discuss this with you and explore other options where possible.

Accessing Your Information

You have the right to:

- ✓ ask what information we hold about you
- ✓ request access to your personal information
- ✓ request corrections if information is inaccurate or incomplete

If you would like to access your information, please speak with your counsellor or contact the SASS team.

Privacy Concerns

If you have concerns about your privacy or confidentiality, please let us know. You can ask questions, raise concerns or make a complaint at any time. We will respond respectfully and work with you to address your concerns.

Children and Young People

When working with children and young people, we give careful consideration to their privacy while also meeting our legal responsibilities to help keep them safe.

Accessible and Inclusive Support

We recognise that everyone communicates and understands information differently.

We will work with you to provide information in ways that meet your needs. This may include:

- ✓ using plain language
- ✓ providing translated information
- ✓ arranging interpreters
- ✓ providing other communication supports where possible

We are committed to providing services that are welcoming, inclusive and culturally safe.

Our Commitment

We are committed to protecting your privacy, respecting your confidentiality and handling your personal information in a way that promotes safety, dignity and trust.