

LONDON NIGHTLINE CONFIDENTIALITY POLICY

Version control:

<i>Policy last reviewed:</i>	<i>November 2025</i>
<i>Summary of changes:</i>	<i>November 2025: Clarifying that we do not receive voicemails</i>
<i>Next review date:</i>	<i>November 2026</i>

London Nightline **respects the right to confidentiality of all service users to its helpline and the right to anonymity of all its volunteers.** This information below sets out the circumstances under which service users and volunteers can expect confidentiality and outlines some exceptions.

Service User Confidentiality:

Details of all helpline phone calls, emails and instant messages (collectively known as ‘contacts’) we receive are kept confidentially within London Nightline. Statistics about the type of contact, length of contact and number of contacts will be kept and publicised.

This is explained on our website and can be explained to service users who ask about contact logging or confidentiality. They should be made aware of the vague nature of the contact categories to assure them that neither they nor their specific circumstance will be identified in any way.

Volunteers and staff should never discuss contacts, even if they think that the service user cannot be identified, with anyone outside the organisation. Contacts can and should be discussed with fellow volunteers and members of staff.

If service users ask about confidentiality, it should be explained that contacts are confidential within the organisation. The only exceptions are:

- where there are legal obligations to reveal information
- where the contact gives permission to reveal information
- where the contact abuses the service

Outgoing calls are never made from the helpline, and there is no option to leave a voicemail.

Exceptions to Service User Confidentiality:

If a caller has taken steps towards suicide:

We will ask if they would like the emergency services and can contact them on the caller's behalf if they reveal their location and a contact phone number. London Nightline is unable to identify the location of a call unless this is revealed by the caller. This circumstance requires the caller's consent.

If a caller provides information regarding a threat of terrorism:

London Nightline is obligated under the Terrorism Act 2000, Section 38B(1)(2) to contact the police.

If a caller provides information regarding Serious Harm (imminent, threatening or a report):

London Nightline will contact and inform the police as per our safeguarding policy.

If a caller declares information of current, ongoing or historic threat to a minor (a person under the age of eighteen) against either themselves or another minor:

London Nightline will contact the police as per our safeguarding policy.

If London Nightline receives a court order:

In these circumstances the caller will be informed about the breach in confidentiality unless to do so may result in a further risk of harm to either the caller or other individuals. We may also keep personally identifiable information to assist with this but this will be deleted afterwards.

Abuse of the service: When there is an abuse of service, London Nightline may break confidentiality and share details of this service user with other Nightlines or the emergency services. This may only be done by, or with the permission of, the Coordinator.

In all other circumstances London Nightline will continue to offer a listening service to its callers in line with our core values (anonymous, confidential, non-judgemental, non-advisory and non-directive)

If you have any queries about our confidentiality policy you can contact London Nightline at london@nightline.org.uk

Volunteer Confidentiality:

Volunteers and staff should never reveal details about volunteers to service users or people outside the organisation and should respect volunteers' rights to anonymity and confidentiality.