

Confidentiality and Safeguarding Policy

*We treat member communications sensitively,
but confidentiality has important safety and legal limits.*



Confidentiality

Information shared privately with Space to Breathe Therapy will not be made public or discussed unnecessarily. Access is limited to people who need it to operate the service, respond to you, protect safety or meet legal duties. The Support Hub itself is not a confidential therapy room.

Limits to Confidentiality

Information may need to be shared if there is a serious concern about the safety of a child or adult at risk, an immediate risk of serious harm, a legal requirement, or a need to prevent or investigate serious crime. Where safe and appropriate, we will explain what we intend to share and why.

Safeguarding Concerns

If a message or activity raises a safeguarding concern, we will record the relevant facts, consider the level of risk and seek advice or make a referral to the appropriate service where necessary. We will share only information that is relevant and proportionate.

Immediate Help

The Hub is not monitored as an emergency service. If anyone is in immediate danger, call 999. If urgent mental health help is needed, contact NHS 111 and select the mental health option where available, attend A&E, or use an appropriate local crisis service.

Member Conduct

Do not post identifiable information about another person, disclose somebody else's private experiences without permission, or use the Hub to threaten, exploit or target others. Report any concerning content or behaviour through the website contact route.

Review

Safeguarding decisions will be made carefully, recorded appropriately and reviewed in line with current law and professional responsibilities.