

What information do we share, how and when?

We do not share or distribute anyone's personal information to third parties unless we have their permission or are required to do so by law.

As our work involves providing information, advocacy services and support to individuals and their families, we may at times need to communicate with other people and agencies. In these circumstances, we will only disclose the information that has been agreed with the individual and that the other person or agency '**needs to know**' to achieve the purpose of their involvement.

Individuals / families should always receive copies of letters we write about them and their personal information to third parties. This is recorded in database actions.

The only times we must give information without consent are if any of the following apply:

- We are required to provide the information by law
- Consent cannot be given, and it is an emergency
- We believe a child is at risk and would be at more potential risk if we had a discussion with the person before contacting Social Services
- We believe a person has become a danger to themselves or others and we believe that talking with them before contacting their GP or Mental Health Services would increase that risk.
- Information has been given that suggests that a crime has been committed
- Information has been given which indicates a possible terrorist threat

In all the above cases, if a decision must be taken to break confidentiality, it will be done only after consultation with another member of the support services team. Careful notes of any such incidents and all action taken will be recorded on the database notes at the time or as soon as possible afterwards. The Descriptor should clearly signpost this event.

Statistical information is required so that we can evaluate and monitor the services we are offering, report to our funders and fundraise. This information is anonymous. Individuals can be reassured they cannot be identified. If a case study is used to illustrate an aspect of our service, we will always obtain consent.

At times, we wish to make information about our work available to public bodies and the media. If people's stories are part of this, they are fully consulted. If they are unwilling to have their personal story made public, we will respect this and not use the information.

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