

Confidentiality Policy

The Epilepsy Scotland Helpline is a confidential service. Maintaining confidentiality is essential. All calls to the helpline are anonymous and we cannot access the caller's number. The free phone helpline number 0808 800 2200 will not show up on your telephone bill. This policy is publicised on our website and can be sent out on request.

We confirm:

- Individual caller details will not be discussed outside the helpline department. To maintain the high standard of our service call details may be discussed in supervision or with a direct line manager.
- Identifiable information about the caller is not routinely recorded. If you give us your phone number we will only keep it until we have returned your call. If you want information posted, your address will only be kept until the information has been sent. If we would like to store your personal details i.e. your name and address we will explain to you why we would like to do this and ask for your consent. We may do this, for example, if you are waiting for a leaflet that is out of stock, or you have agreed to be contacted by Epilepsy Scotland in the future.
- When returning a call, Epilepsy Scotland's phone number will be withheld.
- If you leave your number and ask us to call you back, we may leave a message on your answering machine. Please tell us if you do not want us to leave a message. .
- We will never send information requested to a third party. We can only send information to the caller.
- No personal information will be shared with another Epilepsy Scotland department or any third party without the caller's consent. See exceptions below.

Exceptions:

On rare occasions we may, following a full consultation with the Assistant Services Manager decide to breach confidentiality. This would only be done if deemed necessary and is seen as being lawful to do so. In the absence of the Communications Manager, this decision would be made by the Chief Executive. If appropriate we will ask the caller for consent to break confidentiality. However we will not ask for consent if we feel that doing so would increase the risk of harm or death to others.

We may break confidentiality if, for example:

- We suspect the caller has admitted an offence under the 'Prevention of Terrorism Act'
- Where concerns have been raised about the safety of a child or vulnerable adult.
- When we suspect illegal possession or use of firearms
- Physical violence against others where there may have been significant risk of death
- Someone discloses that they have taken steps to kill themselves. We will ask if we may call an ambulance. An ambulance will be called if they give us their address or if the caller's location can be identified. If a caller discloses their address without giving consent to break confidentiality, we would still call an ambulance.
- Confidentiality can be broken if a statute or court order requires this.
- Confidentiality can be broken where there is a concern for the safety of members of Epilepsy Scotland staff or volunteers.

E-mail:

If you e-mail us and we reply, copies of these e-mails may be saved on your computer. Please delete these e-mails as necessary. Epilepsy Scotland will delete e-mails once we have sent a reply and logged the call details anonymously in our password protected helpline database. We would only keep your e-mail address if you have given consent for us to do so.

Text Message:

If you send us a text and we reply, copies of these text messages may be saved in your sent box. Please delete these text messages as necessary. Epilepsy Scotland will delete text messages once we have sent a reply and logged the call details anonymously in our password protected helpline database. We will only keep your mobile phone number if you have given consent for us to do so.

Evaluation and Monitoring:

Occasionally helpline calls are monitored for training purposes to ensure a consistently high standard of service. The person listening to the call is also bound by the confidentiality policy. We will always ask your permission before allowing someone to listen in to your call.

Record Keeping:

All records we keep comply with Data Protection legislation. We keep a record of the content of calls. This allows us to evaluate, monitor and improve our helpline service. Call statistics are also used by our fundraising department.

- Names, addresses, phone numbers and e-mail addresses will only be kept if we have consent from the caller.

- Call content details are logged in our database. These details will be anonymous.

We do give examples of the type of calls we are receiving to other Epilepsy Scotland departments, our Board of Directors and funders. We will always ask for the caller's consent before we share their story with someone else. When this is not possible, we will change call details before we pass these on to ensure the caller remains completely anonymous.

We may receive a call that might be of interest to another department. For example we publish stories in Epilepsy News and use them as case studies in leaflets. We also get requests for topical stories from local and national newspapers. If we feel that we may like to contact you in the future we would inform you of this at the time. We will ask for your consent to keep your personal details on record in a secure location and to contact you again in the future. These details will not be given to a third party without your permission.