



YOUTH COUNSELLING

# Confidentiality Statement

Hope Young Person's Counselling respects your right to privacy and confidentiality.

Confidentiality means not telling anyone else you've contacted us or about what you've said.

We want to make sure you feel safe talking to us, but there are certain times we would need to break confidentiality to give you the best possible help and support we can. Breaking confidentiality is not something that we do easily, we will always think about this very carefully and involve you in the process where possible. We would need to say something to someone else if:

- You ask us to
- We believe your life, or someone else's life, is in danger
- You or someone else is at risk of serious harm
- You're being hurt by someone in a position of trust who has access to other children, like a teacher or police officer
- You tell us that you're seriously harming another person
- We're worried about the safety of someone who isn't able to speak for themselves, like a young child, and we need to tell someone to keep that child safe
- If we are told about serious criminal activity or if we are asked to by a court of law

Our counsellors may also need to confidentially share what you have talked about with their supervisor to make sure they are giving you the best possible help that they can.

## Note-Keeping

When you contact us online, over the phone or meet us face-to-face, we don't keep a word for-word record of what you say, we just keep a brief notes. This means you don't have to go through everything again next time you speak to us. The only time we might need to keep a full record of what you tell us is if we believe you or another person is at serious risk of harm. We keep these notes in a locked cabinet.

Hope Cardiff CIO is committed to protecting your privacy and will process your personal data in accordance with the General Data Protection Regulations (GDPR). Your details will be kept safe and secure, only used by us, or those who work for us, and will not be shared, sold to third parties for marketing purposes. Please note that all processing of your personal data will cease and consent form and records will be destroyed six years from the date of your last appointment, as is required by law. A full data privacy statement is available from the office.