



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



**Drug and Alcohol Addiction
Families need support too**

'Don't be on your own, pick up the phone'

0300 888 3853

Confidentiality Statement

Purpose of this statement

DrugFAM respects and seeks to preserve the confidentiality of our clients. Confidentiality is a matter of consideration and respect for all clients supported by DrugFAM.

What is confidentiality?

Confidentiality relates to sensitive information that we receive, or have access to whilst you receive support from DrugFAM.

Why is confidentiality important?

In order to provide a service that meets your needs, we aim to create a safe environment where people can discuss their issues openly and fully, but also have safeguards in place should we believe that someone is at risk of serious harm.

It is important our clients have a clear understanding of our confidentiality statement so you can decide what information to share with us.

DrugFAM's commitment to confidentiality

- You do not have to give your name when you use our services and you can use a pseudonym. However, as you build a trusting relationship with DrugFAM you may wish to provide us with additional details so we can provide you with continuity.
- Our office telephone system does not show incoming numbers during office hours (Mon – Fri 9.00am – 5.00pm).
- During the out of hour's service (5pm – 9pm and during weekends) your number is identifiable. If you wish to remain anonymous we suggest you use the 141 system to withhold your number.
- We will not call you back unless you have specifically requested this service, this is to safeguard you. Our helpline can be busy, please leave a message if you would like us to call you back.

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Registered Office: 85 Hurst Park Road, Twyford, Berkshire, RG10 0EZ | Registered Charity No. 1123316

DrugFAM Head Office, Oakley Hall, 8 Castle Street, High Wycombe, Buckinghamshire, HP13 6RF

- If we return a message from our Helpline answerphone we will not disclose what we are calling about to anyone but the original caller; that is, if a family member of the caller answers we will only disclose that we are calling from a confidential service and will try again later.
- If you live near your local support service, we will not breach confidentiality by approaching you, unless you choose to talk to us.
- If we email you DrugFAM will appear in the title. If you wish for the support to remain confidential you may wish to create an address specifically for writing to us.
- If we phone or text, our number will appear on your mobile under the name you have used to save our contact details.
- If you request information to be posted, this is with your explicit consent. Your details will be recorded on our secure system.

What records do you keep?

- We do not keep audio recordings of any of our helpline conversations
- We do share some information within DrugFAM, because we work as a team and want to provide the best service possible
- We keep a record of all our contacts, including group reports for the purpose of continuity and so we are up-to-date with your situation. This documentation will be held on our secure database system for five years after your last contact with the service. If you would like your details anonymised or removed, please do not hesitate to contact the data officer:

Data Protection Officer, DrugFAM Head Office, 8 Oakley Hall, Castle Street, High Wycombe, Buckinghamshire, HP13 6RF

- If you have subscribed to our newsletter, or email service you can click UNSUBSCRIBE at any stage.
- We also record some personal statistical information to use for grant monitoring purposes and to improve our service. However, the statistics we produce will **never** include personally identifiable information.

What are the exceptions to confidentiality?

We do not disclose information to a third party except in the exceptional circumstances which we have outlined below. DrugFAM will always endeavour to get your permission; however confidentiality may be overruled and information passed on;

- The safety and welfare of children and vulnerable adults is of paramount importance to DrugFAM. If you disclose information which we believe gives us grounds for concern about a child or adults welfare, we will discuss this with you and identify a way to take this forward. This may include sharing information with relevant agencies.
- If you directly asks us to pass on information to someone else
- If we receive a court order requiring us to share information, or are required to do so by a nation-specific legislation
- If receive a call about acts of terrorism and bomb warnings
- If someone threatens the safety of our staff, volunteers, or threatens the effective delivery of the helpline service
- If we feel that anyone will be a risk of serious harm if we do not break confidentiality
- Should it be considered essential to someone’s wellbeing, and we are provided with information detailing: name, location, contact details and current situation this will be passed on to the emergency services, in appropriate circumstances, where a caller is unable or unwilling to do this for themselves.

How do I access my records?

You have the right under the Data Protection Act 1998 to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected. To access your records please put the request in writing for the attention of the

Data Protection Officer, DrugFAM Head Office, 8 Oakley Hall, Castle Street, High Wycombe, Buckinghamshire, HP13 6RF

- Provide proof of identity including your name and postal address.
- Pay a fee of £10

For your information we will only send a response to you by registered mail at a postal address.

You should also note that if we are unable to verify your identity, for example if you contact the service anonymously or use a different name to do so, it may not be possible to provide you with the information requested.

We will respond within 40 days

Policy Date: 22.09.17

Review Date: 22.09.18