



## Confidentiality Policy

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1. TRC provides a confidential support and information service run by women for women and girls who have experienced any form of sexual violence or sexual abuse, and for those who are supporting them.
  2. In terms of our helpline service, we provide a vital source of support to girls and women who want to discuss their experiences of sexual violence with a feminist, women-only service in the knowledge that what they tell us will not be disclosed to any other agency without their agreement. Perpetrators of sexual violence seek to exercise power and control over those they abuse. Appropriate support for women and girls who have experienced sexual violence involves helping them to regain their sense of control over their bodies and their lives as far as possible, and this includes their ability to control other people's access to information about their experiences. The confidentiality of our service is crucial to TRC's ability to appropriately support TRC's service users and to maintain their trust. Without very high confidentiality thresholds, TRC cannot continue to provide its support services.
  3. With regard to our face-to-face services, a specific contract is agreed between the service user and the counsellor which details the circumstances under which confidentiality would be breached without the service user's consent.
  4. TRC's confidentiality policy is not held by individual volunteers or staff members, but by TRC as a service. Anything a woman or girl tells us about herself and her experience is confidential to the members of TRC. We do not, however, accept individual confidences as these could prevent us from seeking support and advice, and our isolation is never in the interests of the woman we are supporting. Service-users place their confidence in TRC as a group, not in a volunteer as an individual.
  5. We will only talk to a third party concerning a woman or girl at her informed request and under negotiated conditions. It is our responsibility to do our best to inform her of all possible consequences of our action on her behalf.
  6. The only exceptions to this rule are:
    - (a) suicide & self-harm calls, where we believe a woman to be at risk of serious injury or dying, in accordance with our Self-harm & Suicide Policy P23; and
    - (b) calls from children or vulnerable adults whom we believe to be in a life-threatening situation (at immediate or imminent risk serious injury or of being killed by another person), in accordance with our safeguarding policy P22.
  7. If we seek information/advice from a third party with a woman's consent, we always aim to talk about her in a way which would not individually identify her.

8. All recorded information is kept in secure conditions in accordance with General Data Protection Regulations, and it is the responsibility of each TRC member to ensure the safe-keeping of all confidential material by following office procedure.
9. Within TRC members are all encouraged to talk about our work and to undertake supervision. A woman's confidentiality is still maintained under these circumstances.
10. All matters related to TRC business will be kept confidential, unless otherwise agreed by the Trustees.