

## CLIENT COPY OF THE POLICY ON CONFIDENTIALITY

Relationships Scotland FM Tayside and Fife provides a confidential service. This means that any information that you provide us with will be kept confidential within our organisation and this is the responsibility of the Service Manager.

We will not disclose this information to other individuals or external agencies without your permission unless we are legally obliged to do so. We will only break confidentiality if:

- we have concerns about the safety or welfare of a child or a vulnerable adult;
- something is said that suggests either you or your (ex) partner have benefited from the proceeds of crime (under the Proceeds of Crime Act 2002 and / or relevant money laundering regulations);
- there is violence or threat of violence before, during or after a session where our worker/practitioner, client or other party feels it necessary to call the police, or where a worker/practitioner is a witness to an incident which results in criminal proceedings against a client;
- a disclosure is made relating to a serious crime, or if we have serious concerns about your own safety as we may have a duty to report this to the appropriate authorities.

To provide you with a service we require to hold some of your personal information. This allows us to communicate efficiently with you and to be able to produce statistical records of our work both to help develop our standards and to fulfil our accountability to the sources of public funding which make our work possible.

We keep records for a minimum of three years and in some cases for seven years if this is a requirement of a professional body. After this time, your data will be disposed of securely. Please ask if you wish to know how long your personal data will be kept and note that if there is a child protection issue related to your case we are legally obliged to keep your case notes securely forever.

You have a right to access the personal data that we hold about you. If you wish to raise a concern about the way we hold your data, please contact the Service Manager who will investigate the matter. If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

There are particular provisions on confidentiality issues depending on the service you use, which are as follows:

- **Mediation:** Generally, what you say in mediation cannot be used in court proceedings. Only factual information given for example details of your property can be used in court proceedings.
- **Supported contact:** an Attendance Record can be requested by either party, or their legal representatives or the Court. There is a charge for this. The attendance record is brief and factual. It indicates dates, times and other objective data (e.g. whether a session has been attended/cancelled/not attended; if cancelled the reasons given). No comments as to the quality of contact will be included. All relevant parties will receive a copy of the record, regardless of who requested it initially.
- **Supervised contact:** A written report may be requested by either party, or their legal representatives or the Court. There is a charge for this. Reports are always based on factual information about contact, as observed by the contact supervisor. A report can contain

feedback on several sessions, and so they will be a summary account of individual observations. All relevant parties will receive a copy of the report, regardless of who requested it initially.

Both documents may include additional information only if it relates to a Health and Safety concern or incident, or a Child Safety/Welfare concern or incident that may have arisen while parents and child were engaging with staff.

We ask our clients for feedback before and after they receive counselling/mediation/use a child contact centre. This data is used anonymously to improve our service and enables us to receive some statutory funding.

Please note that any recording relating to our service is **strictly prohibited** in accordance with our policies and ethos. We reserve the right to withdraw the service forthwith, if we discover that a session has been recorded by any party.