CONFIDENTIALITY POLICY

The University of St Andrews Nightline (hereafter, Nightline) will not disclose to any third party any information relating to the identity of a service user nor the content of any phone call or email received except in the following circumstances. These are: where we are legally required to do so under the Terrorism Act 2000; where it is explicitly requested by the service user that we disclose information contained within their contact; or where it is evident that a service user holds a credible intention to harm others, and has provided Nightline with information that may prevent this harm from taking place.

The duty to maintain confidentiality subsists both during and after an individual's involvement with Nightline. Any breach of confidentiality during an individual's involvement in Nightline will lead to disciplinary action being taken against them. Every Nightline volunteer is required to sign a Confidentiality Agreement during the initial training process in recognition of their understanding and acceptance of Nightline’s confidentiality policies.