

Grieffalk's Confidentiality Promise

Confidentiality means not sharing the information you've told us to anyone else, so our conversation stays between you and Grieffalk. You can feel safe talking to us knowing that no one else will find out. However, sometimes if we are worried about you or another person's safety, we may need to get you help. This page tells you all about the confidentiality promise we make to you, and under what circumstances we would have to breach that promise.

Keeping You Safe

We're here to support you and your family when dealing with a bereavement. We know that you may want to discuss things you wouldn't normally share with others, which is why it's really important that you know whatever you say is confidential and stays between you and Grieffalk. However, there may be circumstances where we would need to tell someone else, such as:

- You ask us to.
- We believe your life or someone else's life is in danger
- You're being hurt by someone in a position of trust like a trusted adult, a family member, a teacher, a religious leader, police officer or doctor.
- You tell us that you're seriously hurting yourself or another person.
- You tell us that someone else who is being hurt is not able to tell someone or understand what is happening to them.

Calls are not recorded and your number won't show up on any phone bills. Our Grieffalk advisors may write some notes about what you tell them, however these notes are kept safe at Grieffalk. They are used to help the advisor to understand what you're going through and support you in case you contact us again without you having to explain everything.

You can tell us as much or as little as you want when you contact Grieffalk.



When we need to tell someone about what is happening, we may use your phone number or IP address (a number used by your internet provider) to get help to you.

If we don't have those, we may work with the police and phone company to get your phone number or IP address. We'd always try and talk to you first though, before we pass this information on.

If you're unsure about anything confidentiality related, please just ask one of our Grieffalk advisors. We are here to help you!

What happens if we tell someone?

There are lots of things to consider before we decide to breach confidentiality and pass on your details to someone else. Advisors will look at the entire conversation in order to work out whether or not you are safe and the likelihood of you being in danger when the conversation comes to an end.

If an advisor makes the decision to pass on your information, there are a few things that might happen:

- Your details may be passed on to people who'll be able to get help to you, like the ambulance service.
- We may ask the police to come and check on you, or take action to make sure that you are safe.
- If you've told us that someone else is in danger, we may need to get them help. Sometimes the only way of doing that will be to contact you and ask you for more details. It may be the police that help us with this.
- We may tell social services to arrange to speak to you and see how they can help you. They would want to protect you and other young people.

We will always try to let you know if we need to break confidentiality. We want to support you in the best way we can.