

CONFIDENTIALITY POLICY – Non-Judgemental Helpline

1. Purpose

Our Welfare Outreach and Advice team offer a non-judgemental helpline to provide advice and support to the general public about subjects related to equine welfare via telephone calls, emails or other social media platforms.

The Mare and Foal Sanctuary respects the right to confidentiality of any callers and contacts that approach us as part of this helpline scheme.

2. Confidentiality of Callers and Contacts

- Staff will not disclose any information that could lead to callers and emailers being personally identified unless confidentiality needs to be breached – see below
- Full names, telephone numbers and addresses of callers should not be requested
- First name, date and time of contact is sufficient in most cases to record any advice given
- Callers and contacts can request information about any records that are kept at any time
- In some cases, a caller or contact may require additional support outside of the parameters of the equine welfare helpline. This may include follow up support, advice and/or physical visits in which case details can be passed onto another member of the welfare outreach and advice team with the caller's permission.
- Details of the nature of the advice requested and support given are collated and recorded for training purposes, data and monitoring purposes only. No personal information related to the caller/contact is retained

3. Where the confidentiality of callers and contacts maybe breached

If you believe at least one of the following is present.

- A safeguarding concern for the caller (including risk of suicide)
- A threat to life
- An animal's wellbeing is at significant or immediate serious risk
- A breach of UK laws

This is the only time that utilising the 1471 facility is permitted and your line manager must be informed as soon as possible with full details of your concerns in order that they may coordinate and oversee any further necessary action.

The caller **MUST** be informed of any planned breach of confidentiality prior to actioning it.



4. Confidentiality of staff

- Personal contact details of staff should not be revealed to callers or contacts under any circumstance. You should only ever give out work contact details if they are requested and relevant.
- Should a caller request personal contact details refer them to this policy

5. Publicity

- Any requests from the media should be directed to our Communications Team and your line manager informed

6. Confidentiality Agreement

All members of staff must read and sign that they understand this policy fully prior to taking calls and contact from the public as part of the Non-Judgemental Helpline scheme.

7. This policy is to be acted on in conjunction with the Mare and Foal Sanctuary Data Protection Policy and Data Retention Policy.

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