

Confidentiality

We understand that when you use our services it is important that you can talk freely. That's why confidentiality is the cornerstone of our work. Everything that takes place during our interaction with you is treated with respect and discretion. The information you share will be kept private and confidential. No-one outside our service will have access to your personal information unless you give us permission to share that information.

Exception Due to Special Circumstances

On occasion we may not be able to respect your confidentiality because of exceptional circumstances. If our staff members become aware that there is a significant risk that you or someone else is being seriously harmed, we have a duty to tell someone. Before this happens, we will make every effort to discuss it with you first.

All of our counsellors also have to receive regular supervision to ensure that they are working safely. This may mean discussing your circumstances; however, this will always be done anonymously.