

Confidentiality and Privacy Policy

This policy is in line with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018, which came into effect on 25th May 2018.

Durham Nightline endeavours to keep all data from both volunteers and callers safe and secure. It ensures that any data held about callers is anonymised and only accessible by those who need to do so. The information is only passed onto third parties in specific situations, all of which are outlined in this policy below.

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Aims of the Policy

This policy covers:

- How information is stored by Durham Nightline.
- Who has access to this information.
- When this information is shared and with whom.

Definitions

In this policy “calls” and “callers” refers to all uses of Durham Nightline’s student support and information service whether in spoken or written communication.

All of Durham Nightline’s policies are in accordance with the final version of the Nightline Quality Standards.

Collecting Data

Durham Nightline collects data from both its volunteers, its prospective volunteers and its callers in an anonymised format and only collects the data needed for the operation of the service. This data helps Durham Nightline to identify areas of demand, assess our current service, and improve upon aspects which are highlighted from the data.

Data from Callers

Durham Nightline operates a phone call and instant messaging service. All calls are documented using a standardised system.

- The data collected about calls is anonymised and callers cannot be identified.
- The data that is collected includes the time and duration of the call and the purpose of the call.
- This data is stored in a secure, password-protected system.
- Only the Coordinator(s) and Support Officer will have access to this data.

Durham Nightline does not:

- Store any identifying information about callers.
- Collect quotes from callers.
- Record calls.

In exceptional circumstances, identifying information relating to a caller may be collected. These circumstances include:

- Terrorist threats,
- Persistent Abusive Callers
- Concerns relating to safeguarding,
- By the caller’s request, where there is risk of imminent risk of death or harm to the caller.

This additional data is passed to the relevant authorities, such as the emergency services, and then destroyed immediately, except in the case of persistent abusive callers (see below).

Anonymous personal data, such as IP addresses, may be stored in secure databases however Durham Nightline volunteers, including the Coordinator(s) and all Committee members, do not have access to this information. All calls are responded to by a single Durham Nightline volunteer.

Data from website visitors

Anonymised data from visitors to the Durham Nightline website will be collected.

This data includes visitors' interaction with the website and cookies to track which pages are visited. This data helps Durham Nightline to analyse how the website is being used and how the website can be improved.

Visitors can choose to opt-out of cookies by changing the setting of the internet browser.

Data from Trainees

In order to allow the implementation of the Training Policy, the names of trainees in attendance of Nightline Training Weekends will be retained for a period of up to two years. Data will be limited to attendees' names and is only accessible by the Coordinator(s) and Training Officer(s).

The Coordinator(s) may also retain data relating to reasons that a prospective volunteer was unsuccessful in their application to training or volunteering, if this reason included concern that the applicant posed a risk to themselves or others if they were to become a volunteer.

Protecting Data

In order to ensure that data held by Durham Nightline is protected, Nightline ensures that data is only accessed when necessary. Durham Nightline does not sell any data.

There are specific situations when callers' information may be shared with external organisations; these situations are outlined below.

All of Durham Nightline's data is stored on Google Drive, Three Rings, or Portal. This is secured and supported by Google and has been security assessed by independent organisations including the National Cyber Security Centre. Durham Nightline ensures that this data is only accessible by those who need access and is protected using 2-factor authentication.

Using Data

Using the data that is collected allows Durham Nightline to improve the service and ensure that both callers and volunteers receive the best information and support that they can.

All data is anonymised and is used for the following purposes:

Data from Callers

- This data is used to analyse the demand on the Durham Nightline service and any specific needs which may not be met.
- This data may be shown to other volunteers and stakeholders to highlight the progress of Durham Nightline.
- When Durham Nightline presents the data to volunteers and stakeholders, the data will not be identifiable.

Sharing Data

All data collected will be shared amongst the Committee members on a need-to-know basis. This data will be anonymised and non-identifiable. On occasion, this data may also be shared with volunteers of the service if it is deemed helpful. When this occurs, the data will remain anonymous and non-identifiable as highlighted above.

There are only four specific situations when information collected from our callers' will be shared with external organisations. These are:

Terrorism

The Prevention of Terrorism Act 2000 places a legal obligation on all UK helplines to disclose any information related to a terrorist threat.

Any calls relating to a threat or information of a terrorism act will be forwarded on to the police or the Anti-Terrorism Hotline.

Safeguarding

Any calls where there is a threat to either a child or adult at risk, the Safeguarding Policy and Procedures will be followed.

- Durham Nightline is obligated to report calls which disclose information relating to the risk of harm to children.
- Durham Nightline will breach confidentiality when presented with evidence of significant harm to a child or an adult at risk.

- Durham Nightline does not need the caller's consent to pass on information related to safeguarding children or adults at risk.

Suicide/Imminent Risk of Death

Any calls where there is a serious risk of harm to the caller may, with the caller's permission, be forwarded to the emergency services.

Durham Nightline volunteers will not alert the emergency services without the caller's explicit consent.

Persistent Abusive Callers

It is in the legitimate interests of Durham Nightline to protect against abuses of the service to protect our volunteer safety, wellbeing, and ensure that the service remains available for genuine callers.

Where a caller acts in a persistently abusive or manipulative manner towards our volunteers, Durham Nightline may store and disclose personal data of that caller to appropriate third parties. Such parties include the police, and other organisations with responsibility for our volunteers' welfare such as our affiliated Universities and Students' Unions. This disclosure may include personal data such as a name and phone number.

Court Order

Information may be disclosed to the police if requested under a court order by a judge.

Data Retention

Data is retained only for as long as is necessary for the relevant purpose. We use a number of criteria for determining the retention period, including obligations under law, our legitimate interests, and consideration of the original purpose we collected it for.