

**Confidentiality arrangements for Helpline and Ask the Nurse clients**

Breast Cancer Care offers a confidential service for all clients. Confidentiality is vital to our reputation and the impact of our work. Any information disclosed through the Helpline or Ask the Nurse services will be treated in complete confidence by the team processing the information, and by the wider organisation. Issues raised may be discussed between colleagues in the Helpline and Ask the Nurse team if necessary but not with anyone else without explicit consent from the client concerned.

There are some exceptional circumstances where we may pass on personal information for example:

* If we believe someone is at serious risk of harm, either from themselves or others
* If we receive a court order requiring us to divulge information
* If we are passed information relating to an act of terrorism, child abuse, treason or any other criminal offence

All client data is held and processed by Breast Cancer Care in accordance with the Data Protection Act 1998. Under the provisions of the Data Protection Act 1998 clients may seek access to records about them by contacting the Helpline Manager at Breast Cancer Care.

It should be noted that, by law, consent is still required from under 18s in the same way as for adults with regard to matters of data protection and confidentiality. However, in accordance with statutory requirements, where child protection issues are involved, it is not possible to offer confidentiality to a person under 18 as any disclosures must be reported.

Last updated: March 2016