

## MYH Confidentiality Statement

Purpose of this statement:

Confidentiality is a matter of consideration and respect for everyone who accesses our service. It relates to sensitive information that we receive when service users contact MYH either through telephone, email or internet chat services. The information included in this statement refers specifically to the Muslim Youth Helpline, which is a confidential and non-judgemental listening service, here to provide emotional support to those going through a difficult time. We aim to create a safe environment where people can discuss their issues openly, and also maintain a level of safeguarding should be believe a person is at risk of harm. We will only breach confidentiality in exceptional circumstances or with the persons consent.

Exceptions

There are some exceptional circumstances when the Helpline will break confidentiality these include but are not limited to:

- Where there is risk of abuse to an adult at risk or a child
- Where there is a serious risk to the safety of others
- In the event that any criminal activity is disclosed
- Someone threatens the safety of our volunteers or staff, or threatens the effective delivery of the Helpline service
- If we feel that anyone will be at risk of serious harm if we do not break confidentiality
- In the event that someone is taking steps to end their life and we feel sure they do not have the mental capacity to make that decision
- If a caller directly asks us to pass on information about them to a disclosing body
- We receive a court order requiring us to share information that our legal advisers say must be provided

Anonymity

• Helpline Workers will routinely ask for personal details at the beginning of each call, which include name, age, location and ethnic origin. If someone feels uncomfortable providing their real name, they can use a pseudonym when contacting us. This information is kept strictly confidential and used solely for statistical purposes, to report on and improve our service. The statistics we produce will never include personally identifiable information.

- If the Helpline sends someone an email this will appear as from [help@myh.org](mailto:help@myh.org). Our email service is not able to offer an immediate response due to high demand. We aim to respond to emails within 3-5 working days.

- If someone calls the Helpline our number will not appear on itemised bills.

- If you leave a message on our Helpline answer phone and request a call back, we will not disclose what we are calling about to anyone but the original caller.