



Confidentiality Policy

1. Policy Statement

At Time Together Contact Centre we treat all information shared with Time Together Contact Centre as confidential and will only disclose information where there is a lawful and appropriate reason to do so.

Time Together Contact Centre will respect the confidentiality of all those using their service other than in the following circumstances:

- Where we are required or permitted by law to disclose information. This may include circumstances where we are required to provide information to a **court, the police, a local authority, safeguarding professionals or another statutory or regulatory body**.
- Where there is a concern about the welfare of a child that needs to be passed to Children's Services and/or the police.
- Where there is a concern about physical violence to a user, member of staff, of the contact centre and this needs to be passed to the relevant authority.

Where legally and practically possible, we will inform the relevant person before disclosing their information. However, we may be unable to do so where this would be prohibited by law, could prejudice an investigation, or could place a child or another person at risk.

These circumstances apart, we will ensure that:

1. Staff do not discuss or disclose any details relating to a family outside of the Child Contact Centre.
2. The dates and times of a family's attendance will only be made available to referring agencies upon request.
3. A parent's details such as his/her address and telephone number will not be passed to any other person (including their former partner) or agency without their permission.
4. Unless there is an agreement which allows them to do otherwise, Solicitors, CAFCASS Officers, Social Workers or any other individual or agency will not be allowed to carry out family assessments on Child Contact Centre premises.
5. All information relating to families and staff will be kept in a secure place at all times.
6. All information relating to families and staff which has not been used for three years will be treated as confidential waste and disposed of as such, except in the case of the accident book, which will be kept indefinitely.
7. Child Contact Centre users, referrers and staff will all be made aware of the existence of this policy and have access to it upon request.



2. Review of this Policy

This policy will be reviewed and if necessary, updated annually.