

Safeguarding Policy

Safeguarding Policy was updated on: 25.10.2023

Purpose:

At Nottingham Nightline, the protection of children, young people, and vulnerable adults is of utmost importance. This policy is designed to safeguard these individuals when they contact Nottingham Nightline and to equip volunteers with the necessary tools to address safeguarding concerns during calls. The policy can be shared externally and may be amended by a simple majority vote of the committee, provided that any amendments do not conflict with the organization's legal responsibilities.

Calls from Children:

Nightline is a service intended for use by students. If it becomes evident that the caller is under the age of 18, the call-taking volunteer will refer the caller to Childline (0800 1111) and then to Samaritans (116 123). If the caller wishes to continue the call after being referred to Childline, the call-taking volunteer will reassure the caller that they are willing to continue the call while periodically reminding them of the availability of Childline. When continuing contact with an individual under the age of eighteen, the child should be informed that if they disclose information that identifies them or any other child at immediate risk or at risk of abuse, the call-taking volunteer will be required to break confidentiality. If the child has already disclosed information that would necessitate the volunteer to break confidentiality, the child should be immediately informed, unless the volunteer believes that doing so would put the child at imminent risk.

Adults at Risk:

If a user of the service is deemed an adult at risk, the call-taking volunteer will inform the coordinators. The volunteer will continue the call as usual unless they receive information indicating that the caller's life is in immediate danger.

Identification of Imminent Risk:

If a call-taking volunteer believes that a child's life is in immediate danger, they should seek consent from the caller to report this risk and inform them that confidentiality will need to be breached by sharing any disclosed information with external services. At this point, the call-taking volunteer should promptly notify one of the coordinators while gathering as many personal details as possible, such as the caller's name and current location. Once all relevant information has been gathered, it should be shared with the emergency services. If

the caller is unwilling to provide these details, any information already disclosed regarding the imminent risk must still be reported, and the caller should be made aware of this. The call-taking volunteer may continue the conversation with the caller if the caller wishes, but it must be made clear to them that their information has been shared with an external service. Following this, the call may proceed according to the guidance in the "Calls from Children" section or, in the case of an adult at risk, by following the normal call-taking policy.

Data Privacy Policy

Background

Our practices are aligned with the General Data Protection Regulation UK (GDPR UK), which came into effect on the 31st December 2020, and the existing ePrivacy regulation, called the Privacy and Electronic Communications Regulation (PECR).

The GDPR requires that Data Controllers (defined as those who take ultimate responsibility for the data) provide certain information to people whose Personal Data they hold and use. A Privacy Notice (sometimes also referred to as a Fair Processing Notice) is one way of providing this information.

A Privacy Notice is required to satisfy the transparency and purpose limitation requirements mentioned above. Articles 13 and 14 of GDPR state the information that must be provided.

Information to be provided

Privacy Notices must include, as a minimum:

- *the name and contact details of the organisation;*
- *the name and contact details of the representative and Data Protection Officer;*
- *the purposes of the Processing;*
- *the lawful basis for the Processing;*
- *the recipients of the Personal Data;*
- *the retention periods for the Personal Data;*
- *the rights available to individuals in terms of the data Processing;*
- *the right to withdraw consent; and*
- *and the right to lodge a complaint.*

The information must be clear, concise, transparent and easily accessible. It must be regularly reviewed and updated when necessary, with people informed about changes.

