



Fosterline Confidentiality Policy

Policy Statement

Fosterline is delivered by FosterTalk on behalf of the Department for Education in England.

This policy is designed to clarify when and how information can be shared by FosterTalk staff, including Fosterline Advisors, in the course of their work with users of the Fosterline Helpline and Website. It has been developed in line with the Helplines Partnership Quality Standards and in accordance with the General Data Protection Regulations (GDPR) which came into force in the UK on 25th May 2018. All Fosterline Advisors and Staff are bound by this confidentiality policy.

Introduction

Fosterline Advisors will often be entrusted with confidential information by an individual using Fosterline's services, such as information about situations in which they may find themselves, or information about children they are looking after. Fosterline staff have a duty under the General Data Protection Regulations and this Confidentiality Policy, to protect the confidentiality of all such personal information, to process that information fairly, and not to disclose any such personal information without the person's consent, except in certain circumstances which are outlined below.

Confidentiality and Fosterline

The following general statement about confidentiality will be heard by callers accessing the Fosterline Helpline and they will be reminded during the course of the call:

"Welcome to Fosterline, your confidential and impartial fostering advice service. Please note, all calls are recorded for quality monitoring and training purposes."

Breaking Confidentiality

Confidentiality may only be broken in the following circumstances:

- To Protect Others, e.g.
 - Where this serious risk of harm to the individual as in the case of threatened suicide
 - Where there is a risk of harm to a child, or if the caller discloses another safeguarding issue.

- To prevent a serious criminal act, e.g. an Act of Terrorism (The Prevention of Terrorism Act 1989, makes it an offence to fail to pass on information to the police which may help to prevent terrorism or apprehend a terrorist)

If a Fosterline Advisor feels that they need to break confidentiality then the Fosterline Manager MUST be consulted before disclosure is made.

Wherever possible the subject will be informed that information shared by them in confidence is going to be passed on the relevant statutory body and attempts made to persuade them to share this information themselves.

The Fosterline Manager will be responsible for making the final decision and ensuring that the correct action is taken, in accordance with FosterTalk's Safeguarding Policy.

Publication of this Policy

This Policy will be published on the Fosterline Website and Helpline users will be provided with a copy of the Policy on request.

This Policy should be read in conjunction with:

FosterTalk Data Protection Policy & Procedure;
FosterTalk Safeguarding Children Policy and Procedure
FosterTalk Safeguarding Adults Policy and Procedure

Policy Review:

This policy will be reviewed annually and in accordance with any changes to legal requirements. **This policy was last reviewed in March 2021**