

## Confidentiality Overview

Springhill Hospice Bereavement Service believes that trust must exist between the organisation and its users and that the rights and respect of our clients should be central to the way we work. We also have a responsibility to work within the law and according to the framework and guidelines approved by the British Association for Counselling and Psychotherapy (BACP).

Occasionally, there may be times when we have to share information you have given us and we want to be very clear on what those situations may be and how we manage with them.

The things you tell your counsellor remain confidential between you both in most situations. However, there are some things which your counsellor may have a legal obligation to share with other organisations. This includes risk of suicide, risk of harm to you or other people, and serious organised crime.

When this happens, you and your counsellor would talk together about the best way to handle things and we would try to make sure that everything would be done with your knowledge, so you knew exactly what we would say and who we would say it to.

In situations where this is not possible (for example if you left the session early and we weren't able to contact you) we would still need to pass any factual information you have given us to the right people. This is a legal requirement and is the same for all counselling services.

Your counsellor also regularly meets with a counselling supervisor to discuss clients and their issues. In these cases, your counsellor would protect your anonymity by avoiding saying anything that would let others know who you were. This helps your counsellor work with you in the best way possible and happens in all counselling services.

We comply with all General Data Protection Regulation (GDPR) regulations to protect your privacy and personal details. For further information please read Springhill Hospice Privacy policy <https://springhill.org.uk/about-us/privacy-policy>

If you have any questions or concerns about this, please raise them with your counsellor or the Counselling Service Manager.

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