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## Confidentiality Statement

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### **Is the Scotland's Domestic Abuse and Forced Marriage Helpline confidential?**

The helpline is confidential. We take confidentiality seriously because we understand that this is important for you to feel safe to speak.

We would only share information with another agency without your consent if:

- We believe a child or a vulnerable adult is at risk of serious harm
- We believe that an individual is in immediate danger and that there is a potentially life threatening situation
- We receive a court order requiring us to share information or are required to do so by legislation
- We receive information about acts of terrorism, bomb warnings, or other threats to life
- You threaten the safety of our staff or the delivery of our service

You don't have to tell us your name or any other identifying information if you would prefer to remain anonymous.

If you contact us by phone, unless you withhold your number it will be displayed on our phone. If you contact us by email, we will be able to see your email address. This information will be kept confidential but we might use it if one of the exceptional situations listed above comes up. If you prefer to remain totally anonymous you can withhold your number or set up another email account.