



GOGLEDD CYMRU

Canolfan Cymorth Dioddefwyr
Victim Help Centre

NORTH WALES

Confidentiality

Confidentiality is a fundamental principle that underpins all of Victim Support's services and activities. Everyone involved with Victim Support including trustees, employees and volunteers, are responsible for implementing Victim Support Confidentiality Agreement, ensuring all data and information is secure and confidentially is maintained at all times, protecting individual rights to privacy.

Victim Support will often handle data about clients. The Data Protection Act 1998 (the Act) and other regulations impose restrictions on how we process personal data, so all clients can be assured that we adhere to the Act and it is a serious offence to breach.

All client data is stored securely in a case management and only Victim Support staff have access to the system.

The information given to us by clients or referring agencies remains totally confidential and will not be shared with anyone else. The only exceptions to this are if we feel a life is endangered, the safeguarding of children or vulnerable adults is at risk, or a judge has requested the information for criminal proceedings.