

Confidentiality

The support from Rape Crisis Scotland is free and confidential and you can choose to remain anonymous throughout your contact with us.

If you do choose to give us your contact details or disclose identifiable information you should be aware that in some specific situations we would need to pass this information on. This would only happen if you provided this information and tell us that:-

- You are a child under 16 who is at risk of emotional, physical, sexual abuse or neglect
- You are aware of a child under 16 who is at risk of emotional, physical, sexual abuse or neglect
- You have taken action to end your life or have injuries which may put your life at risk
- You are a vulnerable adult and are at significant risk of harm.
- You are aware of a vulnerable adult at significant risk of harm.

The support worker will be happy to explain this further to you either on the helpline or by email. If you have any doubt or any questions about this please ask the worker, who will be happy to discuss this in more detail so you can make up your mind before giving us any contact details. Alternatively, full copies of policies are available on request.

Confidentiality at RCS is held within the team. Anonymised information is collected for statistical purposes as well as brief information about the support provided, to ensure high quality and consistent support for you.

Any emails you receive will be signed Annie, which is the pen name for our email support. Please be aware that the support you receive, either by email or on the helpline, may be from different members of the support team.

Any emails you receive and delete could still be recovered on your computer by others. Some spam filters may also prevent emails being delivered if they think the content is abusive for example if they contain sexual words.

We will respond to all emails when first received and outline when you can expect a fuller reply. At the latest this will be within a 4 day period, although we will try to respond as soon as possible. If you have problems receiving a reply please feel free to contact us again or contact the helpline on **08088 01 03 02**.

Data Protection

RCS will ensure that your email is held confidentially by the organisation and is secure from unauthorised or inadvertent alteration or erasure. RCS Helpline stores support / information emails in accordance with conditions set out by the Data Protection Act 1998 and securely disposes of support / information emails following a 6 month period.

For further information please request a copy of the RCS Data Protection Policy.