



## Confidentiality and consent

Our service is confidential and we will only share information about you without your consent if we're worried about your safety or someone else's safety, or if we are required to by law, for example:

- If we believe that you or someone else is at serious risk of harm, then we may need to tell the police or social services
- If there are safeguarding concerns about a child or young person (or a vulnerable adult at risk), then we may need to tell social services.

If there is a legal or court order to do so, then we will share information with a court or with the police in line with the order.

Where possible, we will always try to get your consent before sharing your details, for example:

- To help you make a claim for criminal injuries compensation or to help you with another agency
- If you are under 13 years old and your parents request to see any information we hold about you, then we will always talk to you first and decide what information, if any, will be shared.

You can speak to us anonymously if you prefer, though we may need to use your IP address to find out where you are in an emergency.

We store your information securely on our database and only use it to help provide support to you. You can ask to see the information that we keep about you.

For more information please also visit our [Privacy notice](#).

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Registered charity number 298028.**

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