

Privacy and confidentiality

Birmingham Nightline is a confidential and anonymous listening service run by students for students.

Contacts made to Birmingham Nightline will be taken by a trained listening volunteer, a Nightliner.

Detailed records of call content are not kept by Birmingham Nightline. However, general outlines of the types of call are kept for quality control and auditing purpose. Some details may also be shared with the Guild Counselling and Guidance service and our sister Nightline, if the Nightliner needs extra support after the call. All such information remains anonymous.

Contacts made to Birmingham Nightline, made via any means - phone calls, email, instant messaging service or drop-in - are confidential within Birmingham Nightline. However, there are a limited number of exceptional circumstances which could result in a disclosure being made. Such circumstances include the issuance of a Court Order or Civil Procedure Rule; or where there is a statutory duty to disclose, such as under the Prevention of Terrorism (Temporary Provisions) Act 1988; Terrorism Act 2000; and instances of an Overriding Public Interest as set out in the Data Protection Act 1998.