



Aspire Helpline Service Confidentiality Policy

Aspire-The Asperger Syndrome Association of Ireland operates a helpline service from the organisations Head Office in Dublin 7. This service is in operation from 10am-4pm Monday to Friday and is run by a dedicated helpline officer along with the remainder of the team who are based in Head Office. The service provides support to over 1000 people who have Asperger Syndrome (AS), their families and professionals a year. Callers seek information regarding a range of topics, including assessment, support in school, allowances, services, third level options and employment.

The Aspire Helpline Service is dedicated to maintaining confidentiality and the trust of its callers. Information will not be passed on to a third party without the caller's prior consent. Information relating to the content of the call may be passed to other members of the Aspire Head Office team in an effort to provide the best information to the caller. The Aspire Helpline Service is overseen by the office manager, and helpline operators may consult on issues they are unsure of. This information stays within the confines of the Aspire Helpline Service. Helpline calls are analysed for the purpose of the annual helpline report, and all identifiable details are strictly omitted.

There are several exceptions to this policy, we will pass information on if:

- The caller is a direct threat to themselves or others
- Child abuse is suspected
- The information is in the public domain
- The caller presents a real threat to the helpline officer
- We have consent to divulge details of call

Caller's details are logged and only accessible to the helpline operator who logged them. Details are logged to ensure the most relevant information is sent to the caller. Logs are securely stored on a password protected computer and spreadsheet. Contact details are only stored as long as they are needed to send requested information out. Numbers do not show up on the helpline handset, and callers can remain anonymous if they choose. Email accounts are password protected, and emails are only forwarded onto the intended receiver. Answering machine messages are saved for the relevant receiver, and deleted once they have been heard.

Aspire observes the principles of the Data Protection Act, and ensures that information is:

1. Obtained and processed fairly
2. Kept only for specified and lawful purposes
3. Used only for the purpose it was originally given
4. Kept safe, secure, accurate and up date
5. Adequate, relevant and not excessive
6. Retained no longer than it is necessary
7. Provided as a copy to any individual to whom the personal data relates, on request