



OP.3.1

Confidentiality Statement

In the course of our work, you may share personal information with us so that we can offer an appropriate, supportive and relevant service. We hope that we can build a relationship of trust in order to support you or your family member with their epilepsy.

We appreciate that by keeping what you tell us confidential, we are valuing your rights and integrity. In so far as it is possible, we keep information about you confidential.

However, sometimes this is not always possible. There are times that we will share your information outside of the organisation. This will be:

- If you tell us that you are a danger to yourself (feeling suicidal) or to other people (planning to harm another person) we will contact someone to help you.
- If a criminal act has occurred or is about to occur, we will contact the Gardai.
- If you tell us about a child or vulnerable adult who is experiencing or is at risk of experiencing abuse, or where abuse occurred in the past, we will follow HSE Children First and HSE Safeguarding Vulnerable Adults procedures and contact the HSE and/or the Gardai as required.
- If we are required by subpoena (a court order) to give information, we are legally obliged to provide this.
- If you require an immediate medical intervention and we have medical information relating to you, we will provide emergency services with this information.

In all other circumstances, we will only share your information with other services with your consent - for example if we are discussing your situation / advocating on your behalf with a medical professional or another relevant service.