



What is the rule of confidentiality on TESS

For people who contact TESS

We promise complete confidentiality with one exception which is any threat of terrorism. If this happens we will contact the police. Other than this we do not pass any of the information that you tell us on to anyone. If you are in a dangerous or life threatening situation we can tell you which services to contact.

We offer 100% confidentiality so that people have a safe space to talk about anything. Your personal information is deleted by the system when messages are received. This means that the TESS team cannot see your email address or your mobile number. Each email address or mobile number is given a unique identification number and all messages from the same email or phone are threaded together in the system and the most recent ones (up to 30) are available to workers on a shift.

Your old messages are stored on the TESS system for two years at which point they will be deleted.

For people who work on TESS

We also have confidentiality for our workers. We don't give out our own names because we work as a team and don't always work with the same people. We also don't disclose our own experiences in a conversation because it can take the focus away from the person who has contacted us.