



CONFIDENTIALITY POLICY

v1.0 (last updated Jun-25)

Introduction

At Sunshine Coast Breastfeeding Support, confidentiality is a vital part of the trust that mothers and individuals place in us when accessing our services. This policy sets out our commitment to safeguarding any personal or sensitive information shared during clinics, cafés, peer support sessions, events, or any other charity activities. It applies to everyone involved in the charity, including trustees, volunteers, peer supporters, staff, and anyone acting on behalf of the organisation.

We understand that those who come to us may share deeply personal experiences relating to breastfeeding, health, mental wellbeing, or family life. By upholding strict confidentiality, we create a safe, respectful, and supportive space where individuals can feel secure in seeking the help they need.

What is Confidential Information?

Confidential information includes, but is not limited to:

- Personal and contact details.
- Medical and breastfeeding information.
- Emotional, mental health, and wellbeing discussions.
- Details shared during cafés, clinics, or events.
- Any sensitive information relating to a person's family or personal circumstances.

Our Commitment

All information shared with Sunshine Coast Breastfeeding Support will be treated with care and kept confidential. Information will only be shared:

- With the explicit consent of the individual concerned.
- When required by law or if there is a serious concern for the safety and wellbeing of a child or vulnerable adult.
- Between authorised team members for the purpose of providing appropriate support, when necessary and with discretion.

Confidential Conversations

Peer supporters and breastfeeding professionals are trained to handle conversations sensitively and respectfully. Information shared remains confidential unless there is a safeguarding concern, in which case the charity's Safeguarding Policy will be adhered to.

Data Storage and Security

Any written or electronic records are securely stored and only accessible to authorised personnel. We comply fully with data protection legislation, and our full procedures for collecting, storing, and processing personal data are set out in our Data Protection Policy.

Breaches of Confidentiality

Any breach of confidentiality will be taken seriously and investigated in accordance with our charity's internal procedures. Appropriate action, including disciplinary measures, may be taken where necessary.

Changes to This Policy

We may update this policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.

How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at info@sunshinecoastbreastfeedingsupport.com.