



The Throughcare service exists to empower people who are experiencing stalking through one-to-one support. Clients who access our service will be offered guidance and advice on; practical steps they can take to feel safer; how to gather evidence and report the stalker to the Police; and/or to hold services to account where they feel their case is not being taken seriously enough. Alongside practical support, advice and information, our practitioners offer emotional support to help clients manage the negative impacts of stalking.

We want you to feel empowered and to understand what you can expect from us.

The Throughcare team pledge to you,

*We will listen to you, take you seriously and do our best to understand your situation and the impact of your experiences*

*We will do our utmost to ensure we offer an inclusive, welcoming, and accessible service.*

*We will keep any information you choose to share with us safe.*

*We will offer appropriate advice, support, and information within the time frame that we agree with you*

*We will work with you, and support you to take back control and feel able to move on with your life*

If you have any feedback or questions about the service we offer, please contact  
[support@actionagainststalking.org](mailto:support@actionagainststalking.org)



## Confidentiality

How will we treat any information that you give us?

In order to support you effectively we will request and store some personal information about you. This information will be held confidentially and only shared amongst the Throughcare team so that we can ensure you are receiving the best service we can offer.

In exceptional circumstances, where there is a threat of immediate harm to you or others, we have a duty of care to raise our concerns with appropriate authorities in order to ensure the safety of you and other people.

Where possible we will make you aware of our intention to do so. The information we hold about you is yours and you can request a copy at any time. You can also ask that your data be permanently deleted at any time. Please note that if you decide that you do not want us to hold any information about you, then we will be unable to support you.

The service stores data in accordance with the **GDPR** and the **DATA Protection Act 2018**.

Your records will be held securely and confidentially for three years, after which they are destroyed. These records do not form part of any other record system within the Charity and are only accessible to the Throughcare Team.

The service also stores basic information about each individual accessing our support services on a secure and confidential database, which is also kept separate to any other AAS systems.

**Sharing your Information:** In some instances, we may ask for your consent to share your information with other services who we feel can support or help you, we will always ask for your permission to do so.

**Improving the service,** we offer you So that we can try to improve the service, we compile anonymised, aggregate data, and monitor the service as a whole. No information that can be traced back to individuals will be released for monitoring purposes.

By receiving this email and choosing to engage with our support, you are consenting to all of the above. Your Practitioner will indicate on your confidential case file that they have explained the above information to you.

If you have any questions or concerns, you can ask your Practitioner at any time. or contact support [@actionagainststalking.org](mailto:@actionagainststalking.org).

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