

# **Big Brothers Big Sisters of Greater Charlotte**

## **Privacy Policy**

### **9.2 Client/Personnel Rights to Confidentiality**

In order to receive quality service from BBBSGC, a customer/potential volunteer must provide pertinent information about himself or herself and family. Therefore, assurance of the confidential nature of this material becomes a cornerstone of the enrollment and match process. BBBSGC respects and attempts to safeguard the rights of its consumers to confidential treatment of information exchanged and to privacy in their relationship with the agency. But, at the same time, we must acknowledge limitations on a client's rights to privacy and confidentiality, e.g., fraud, suicidal or homicidal intent, child abuse, and legal requirements stipulated under North Carolina law. An individual's rights must maintain a balance with society's need for protection. Therefore, confidentiality, though critical, must be understood by all parties not to be absolute.