



SERENITY SPACE WELLNESS CENTRE

(in collaboration with INAC Counselling Centre)

Privacy Policy

A balanced mind is an asset that pays lifelong dividend. The 'Mission' of SERENITY SPACE WELLNESS CENTRE is to promote self-confidence, contentment and a healthy, adjusted lifestyle where individuals learn to develop and maintain realistic expectations, practical, achievable solutions and effective coping mechanisms to face the challenges of life. All aspects of interpersonal relationships are also addressed here while maintaining strict confidentiality and an environment of openness, support and empathy.

SERENITY SPACE WELLNESS CENTRE Counselling is a professional and a confidential service. It adheres to a strict code of ethics and 'Best practices' as outlined by the Rehabilitation Council of India RCI Act 1992. The Counselling Service also adheres to its reporting responsibilities under 'The Domestic Violence Act of 2005' as well as the 'Protection of Children against Sexual Offences Bill, 2011'.

Confidentiality: Confidentiality is a central and integral part of the counselling process; it offers safety and privacy to those who choose to discuss personal and private concerns and it safeguards against any inappropriate or unnecessary disclosures. Information, written or verbal, given to the counsellor will be held in the strictest confidence.

Limits to Confidentiality in exceptional circumstances: Your counsellors may at certain times, need to break confidentiality. This occurs in one of two ways:

1. If a strong belief exists that there is a serious risk of harm or danger to either the client or another individual. This may relate to issues surrounding sexual/physical/emotional abuse; child sexual abuse; child protection issues; rape; self-harm; suicidal intent; violence or criminal activity.
2. Occasions when disclosure is required as part of a legal process or investigation. In such instances information may be disclosed to significant others or appropriate third parties without permission being sought. Where possible, a full explanation will be given to the client regarding the necessary procedures and intended actions that may need to be taken.

Sharing of Information: On occasion, it is beneficial for both client and counsellor to share information with another Support Service, Medical Practitioner or External Party. Apart from exceptions previously mentioned, sharing of information is always conducted in collaboration with the client. A signed consent form must be completed prior to any disclosure being made. Confirmation of attendance at the counselling session, or any information, written or verbal given by the client will not be disclosed to a third party without the client's written permission.