



**Your free and confidential information, support and counselling service**

## Confidentiality

### Who will know I've called?

Your details are confidential and we don't tell your employer or anyone else that you've called. In the rare cases where we think people may be at risk of harming themselves or others, or if we legally have to, then we may need to break this confidentiality. We would aim to do this in full consultation with you. Our privacy policy is at [well-online.co.uk](http://well-online.co.uk).

### What do I need to tell you?

Just the name of the organisation that you work for. If we arrange counselling for you, we will need your name, address and contact details.

### What will you tell my employer about my call?

We provide general statistics to your employer about how many people have used the service and the reasons for use. We never provide information which could be used to identify individual callers.

### Who will I speak to?

All CiC counsellors are accredited to or registered with BACP or an equivalent professional body. Our Code of Ethics and Standards can be found at [well-online.co.uk](http://well-online.co.uk).

## Confidential Care



**Your free and confidential information, support and counselling service**



## Confidential Care

An independent, free and confidential advice service.

Whether you're after practical advice or emotional support with either work or personal issues, we can offer expert guidance.



Available 24 hours a day  
7 days a week  
365 days a year



Debt & Financial  
Management



Legal & Tax Advice



Family Care



Everyday Matters



Counselling &  
Emotional Support



**0800 085 4764**  
or +44 207 938 0881



**assist@cicwellbeing.com**  
Email



**18001 0800 085 4764**  
Text relay (for people with  
hearing or speech impairments)



**well-online.co.uk**  
Online and Live Chat

# Well Online



Visit the Confidential Care section  
for more information on the service.



## Confidential Care



**0800 085 4764**  
or +44 207 938 0881



**assist@cicwellbeing.com**



Text Relay  
**18001 0800 085 4764**



**well-online.co.uk**

Username: Imperial  
Password: College