

## **Voicemail Confidentiality Policy**

This document describes Caring Counseling's policy regarding the security and confidentiality of voicemails left on Caring Counseling's voicemail service. You are encouraged to read this document and direct any questions you may have to our office.

The following policies define the usage of Caring Counseling's voicemail systems.

### Security

Voicemail systems used by Caring Counseling are protected by the standard security system provided by the telephone service provider or physical hardware. Accessing any voicemails left upon the system require a PIN, password, or other form of authorization in order to access recorded voicemails so long as the physical telephone device or the telephone service provider does indeed provide such a service. Should Caring Counseling's telephone device or telephone service provider not offer a password-protection service or similar service for voicemails, appropriate measures will be taken to enhance security and restrict access to telephone systems accordingly.

### Confidentiality

Caring Counseling's voicemail system is secured (see above), but this does not guarantee total confidentiality of voicemails. Areas where Caring Counseling's phone systems are located are restricted to staff access and closed off to the public using doors and sliding windows. Additionally, voicemails are only to be listened to using the hand-held portion of Caring Counseling's phone systems during regular office hours in which non-staff individuals may be present. However, this does not guarantee total confidentiality, as voicemails still are at risk of being overheard by non-staff – as such, please take this into consideration when deciding what information to disclose over voicemails to Caring Counseling.