

Online Safety Statement

A simple guide to how we keep you safe on SafeCall

At SafeCall, we want you to feel safe when you message us. We follow the UK [Online Safety Act](#) to make sure our WhatsApp service is a helpful space. Here is how we look after you:

You are in control

- **Text and Emojis only:** You can only send us written messages and emojis. We don't allow photos or videos to be sent. This keeps the space focused on getting you the help you need without any upsetting images.
- **Talk to a real person:** You will always be talking to a kind, trained person from our team. We don't use robots to answer your problems.
- **No strangers:** Other people using SafeCall cannot see you, see your messages, or find your phone number.

Your Privacy

- **Keeping your details hidden:** The person you are chatting with cannot see your phone number. It is kept in a separate, secure place that only a few bosses can access if there is an emergency.
- **When we share information:** We keep our chats private. We would only ever share your details with the police or a hospital if we were very worried that you—or someone else—was about to be seriously hurt.

Checking our work

- **Trained Team:** Our staff are experts in helping young people stay safe. They know how to spot when someone is in trouble and how to help.
- **Updates:** We check our safety rules every year to make sure we are doing the best job possible for you.

If you ever feel unhappy with how we are talking to you, you can ask to speak to a manager or stop the chat at any time by closing WhatsApp.