



FYNIX
PROJECT

SAFEGUARDING, PRIVACY & CONFIDENTIALITY POLICY

Rise Through Lived Experience – Practical Tools, Real Healing

Applies to:

This document applies to all Fynix Project activity, including workshops, training, events, youth provision, digital content, free resources, collaborations, and sub-projects such as Fynix Verse and Fynix Pod.

Document version: 1.0

Approved by: Darryl Craig (Founder)

Date approved: 30/01/2026

Next review due: 30/01/2027

Policy owner: Fynix Project Leadership

How to Use This Document

This Safeguarding, Privacy & Confidentiality Policy sets out how Fynix Project works safely, ethically, and responsibly across all areas of our activity.

The sections below explain:

- Who we are and what we do.
- How safeguarding is embedded in our work.
- How we protect children, young people, and adults at risk.
- How we handle disclosures, concerns, and online safety.
- How we respect privacy, confidentiality, and personal data.

This document applies to all Fynix Project activity, including workshops, training, events, youth provision, digital content, free resources, collaborations, and sub-projects such as Fynix Verse and Fynix Pod.

This document is designed to be clear and accessible.

You do not need to read it all at once -you can use the contents page to find the sections most relevant to you.

Contents

How to Use This Document	3
About This Booklet	4
PART 1: ABOUT FYNIX PROJECT	5
Who We Are	5
Our Values	5
PART 2: SAFEGUARDING POLICY	6
3. Our Safeguarding Commitment	6
4. Legal & Policy Framework (UK)	6
5. Safeguarding Principles	7
6. Definitions	7
7. Designated Safeguarding Lead (DSL)	7
8. Safer Working & Professional Boundaries	7
9. Trauma-Informed Delivery	8
10. Responding to Disclosures	8
11. Online & Digital Safeguarding	8
12. Children & Young People (Youth Work)	8
PART 3: PRIVACY & CONFIDENTIALITY	9
13. Confidentiality	9
14. Data Protection (UK GDPR)	9
15. Free Wellbeing Journals & Resources	10
16. Podcasts, Music & Public Storytelling	10
17. Data Storage & Security	10
18. Complaints & Concerns	10
19. Review & Continuous Improvement	10
Crisis Support Notice	11
Final Statement	11

About This Booklet

This booklet explains how Fynix Project keeps people safe, respects privacy, and responds responsibly to safeguarding concerns across all areas of our work.

It is written for:

- Participants and service users.
- Partner organisations, schools, colleges and charities.
- Commissioners and funders.
- Staff, facilitators, volunteers and collaborators.
- Members of the public engaging with our content.

Fynix Project delivers lived-experience-led, trauma-informed mental health workshops and creative resources. We are not a crisis service, medical provider, or therapy service. This policy outlines how we operate safely, ethically, and within UK law while working in emotionally sensitive spaces.

PART 1: ABOUT FYNIX PROJECT

1. Who We Are

Fynix Project is a for-profit mental health organisation delivering trauma-informed, lived-experience-led workshops, creative resources, and public education across the North West and online across the UK.

Our work supports:

- Frontline and health & social care staff.
- Charities and community organisations.
- Schools, colleges and youth services.
- Individuals navigating trauma, burnout, grief, poverty, addiction, isolation and systemic inequality.

Our sub-projects include:

- Fynix Verse – music and sound-based mental health expression.
- Fynix Pod – podcasts, interviews and public storytelling.

All activity operates under one shared safeguarding, privacy and ethical framework.

2. Our Values

Safeguarding and privacy are rooted in our core values:

Lived Experience First – voices of real experience, handled with care and responsibility

Compassion & Empathy – no judgement, no pressure, no shame.

Trauma-Informed Practice – safety, trust, choice and empowerment.

Accessibility & Inclusion – safeguarding for everyone, without discrimination.

Creativity & Empowerment – expression without harm or exploitation.

Collaboration & Community – shared responsibility for safety.

Hope & Resilience – protecting dignity while supporting growth.

PART 2: SAFEGUARDING POLICY

3. Our Safeguarding Commitment

Fynix Project is committed to safeguarding:

- Children and young people.
- Adults at risk.
- Anyone engaging with our work, online or offline.

We recognise that our content and workshops may involve:

- Trauma.
- Abuse.
- Bereavement.
- Addiction.
- Mental health distress.
- Suicide-related themes.

Safeguarding means preventing harm, reducing risk, and responding appropriately when concerns arise.

4. Legal & Policy Framework (UK)

We operate in line with relevant UK legislation and guidance, including:

- Children Act 1989 & 2004.
- Working Together to Safeguard Children.
- Care Act 2014.
- Mental Health Act 1983 (as amended).
- Health and Social Care Act 2012.
- Human Rights Act 1998.
- Equality Act 2010.
- Data Protection Act 2018 & UK GDPR.
- Online Safety Act 2023.
- Domestic Abuse Act 2021.
- Safeguarding Vulnerable Groups Act 2006.

We also align with the 6Cs of care:

Care, Compassion, Competence, Communication, Courage, Commitment.

5. Safeguarding Principles

We commit to:

- Prioritising emotional, psychological and physical safety.
- Creating clear boundaries around our role.
- Acting early and proportionately.
- Respecting autonomy while recognising risk.
- Sharing information lawfully and only when necessary.
- Making safeguarding everyone's responsibility.

6. Definitions

- **Child / young person:** Under 18.
- **Adult at risk:** An adult with care and support needs who may be unable to protect themselves from harm or exploitation.
- **Abuse:** Physical, emotional, sexual, financial, discriminatory, domestic abuse, coercive control, neglect, self-neglect, exploitation, online abuse or harassment.

7. Designated Safeguarding Lead (DSL)

Fynix Project appoints:

- A Designated Safeguarding Lead (DSL).
- A Deputy DSL.

Responsibilities include:

- Receiving safeguarding concerns.
- Assessing risk and next steps.
- Liaising with statutory services.
- Supporting staff and facilitators.
- Maintaining safeguarding records.

All safeguarding concerns must be reported immediately to the DSL.

8. Safer Working & Professional Boundaries

To protect everyone involved:

- We do not provide therapy, diagnosis or crisis intervention.
- We do not offer ongoing 1-to-1 emotional support via DMs.
- Sharing personal experiences is always optional.
- No pressure to disclose trauma.
- Clear facilitator boundaries are maintained.
- No inappropriate relationships or power imbalances.
- No harassment, coercion or exploitation tolerated.

9. Trauma-Informed Delivery

Across workshops, music, podcasts and resources we:

- Use trigger warnings for mature themes.
- Avoid graphic or instructional detail.
- Emphasise grounding, regulation and choice.
- Allow participants to step out without explanation.
- Encourage self-pacing and consent.
- Provide signposting to external support.

10. Responding to Disclosures

If someone discloses abuse, harm or serious risk:

- Listen calmly and respectfully.
- Do not promise confidentiality.
- Do not investigate.
- Record factual information only.
- Report immediately to the Designated Safeguarding Lead (DSL).

Immediate risk

If someone is in immediate danger:

- Emergency services will be contacted (999).
- Relevant safeguarding authorities will be informed.

11. Online & Digital Safeguarding

Fynix Project operates across digital platforms and recognises risks including harassment, grooming, exploitation and harmful content.

We:

- Moderate content where feasible.
- Remove abusive or harmful material.
- Block and report serious misconduct.
- Set clear boundaries in DMs.
- Encourage off-platform support for crisis situations.

We are not able to monitor platforms 24/7.

12. Children & Young People (Youth Work)

For youth workshops (ages 12–17):

- Parental/guardian consent obtained where required.

- Age-appropriate language and activities used.
- No private 1-to-1 online contact.
- Partner safeguarding procedures followed.
- Concerns escalated through agreed routes.

PART 3: PRIVACY & CONFIDENTIALITY

13. Confidentiality

We respect confidentiality at all times.

Confidentiality may be broken only if:

- There is a risk of serious harm to the individual or others.
- A safeguarding duty applies.
- We are legally required to share information.

Any information sharing will be:

- Necessary.
- Proportionate.
- Recorded.
- Shared only with appropriate authorities.
-

14. Data Protection (UK GDPR)

Fynix Project processes personal data lawfully, fairly and transparently.

Data we may collect:

- Names and contact details.
- Organisation details.
- Booking and enquiry information.
- Limited wellbeing information (where necessary).
- Communication records.
- Anonymous website analytics.

Special category data

Mental health-related data is treated with additional safeguards and minimal access.

15. Free Wellbeing Journals & Resources

Our free wellbeing journals:

- Require no sign-up.
- Do not collect personal data.
- Are self-guided tools, not therapy.
- Are suitable for adults and young people aged 16+.

Users are encouraged to seek professional or emergency support if distress escalates.

16. Podcasts, Music & Public Storytelling

Across Fynix Pod and Fynix Verse we:

- Use trigger warnings for mature themes.
- Share lived experience responsibly.
- Avoid content that could cause harm.
- Do not encourage self-diagnosis.
- Include signposting where appropriate.

All contributors give informed consent.

17. Data Storage & Security

- Data is stored securely.
- Access is limited to authorised personnel.
- Data is retained only as long as necessary.
- Individuals may request access, correction or deletion.

18. Complaints & Concerns

Safeguarding or privacy concerns can be raised confidentially:

Email: Darryl.craig@fynix.org.uk

All concerns are taken seriously and handled fairly.

19. Review & Continuous Improvement

This policy is:

- Reviewed annually.
- Updated following legal changes or learning.
- Shared with staff and partners.
- Used as a living document.

Crisis Support Notice

If you are in immediate danger or distress:

- Call 999 (UK).
- Samaritans: 116 123.
- Attend your nearest A&E.

Fynix Project is not a crisis service but encourages seeking urgent support when needed.

Final Statement

Fynix Project exists to turn lived experience into collective strength - without causing harm, crossing boundaries, or leaving people unsafe. Safeguarding, dignity and privacy sit at the heart of everything we do.